|  |  |
| --- | --- |
| Job Title: | **Staff Development Coordinator** |
| Department: | Administration -QI/Risk Management | SOC #:  | 31-9099 |
| NAICS Code: | 62149 Other Outpatient Care Centers | EEOC Category: | Service Worker |
| Location: | Nexus | FLSA: | Non-Exempt |
| Travel Required: | Frequent Local | Pay Class: | Hourly |
| Reporting Relationships: | Organizational Impact: |
| **Reports to:**Director of Quality/Risk Management**Direct Reports: none** | **Role: clinical staff educator**No oversight or accountability for others, an individual contributor. |
| Job Description: |
| General Function:Under the direction of the Director of Quality and Risk Management, collaborates with other department managers to establish educational needs, develops and tracks required competencies, and education for the organization. Participation includes interdisciplinary team, committees, program evaluations, research, employee education and may include the supervision of students. Duties and Responsibilities:* Maintains up-to-date knowledge of the electronic medical record.
* Develops training to educate and maintain documentation requirements
* Develops training for staff on update in the clinical practices, as needed
* Provides one-on-one training for employees needing additional assistance with the electronic medical health record, and with clinical skills, as needed.
* Maintains records for clinical competencies for MA or other staff (excluding providers) for regulatory compliance, and risk management, quality assurance
* Conducts audits on MA documentation, to ensure that requirements are being met.
* Assist with the implementation of quality initiatives within the organization.
* Implement and evaluate of key clinical training needs within the organization, under the direction of the Director of Quality/Risk, Director of Clinical Services, and Chief Medical Officer.
* Work within the quality department, and assist with the development of best practices within the organization, and assist with training staff on new processes, and documentation requirements as appropriate under the direction of the Quality Director, Director of Clinical Services, and Chief Medical Officer.
* Create and modify reports within our electronic health record.
* Participates in quality strategies to evaluate compliance with standards and to identify opportunities to improve patient outcomes.
* Ensures integrity of the training by providing standardized competencies.
* All other duties/projects as assigned.

*Operational Excellence* * Demonstrate competency in practice and knowledge of current standards of practice. Maintains credentials and performs current practices in patient care are within established guidelines.

*Relationships* * Develop and maintain favorable internal relationships, partnerships with co-workers, including clinic managers, nursing staff, physicians and business office staff.
* Develop and maintain favorable external relationships with vendors, contractors, referral agencies and related resources.
* Contribute to team success: Supports established goals and objectives.

*Stewardship and Professionalism** Ensure all actions, job performance, personal conduct and communications always represent the organization in a high professional manner.
* Uphold and ensure compliance and attention to all corporate policies and procedures as well as the overall mission and values of the organization.

*Essential Functions/ Key Competencies** Demonstrate a high level of skill at building relationships and customer service.
* Demonstrate interpersonal savvy and influence skills in managing difficult clients and patients.
* Demonstrate high degree of knowledge and competency in the practice of medicine and associated charting requirements.
* Requisite skills and ability to perform certain medical tasks as assigned
* Demonstrate a high level of problem-solving skill to better serve patients and staff.
* Strong attention to detail and accuracy.
* Ability to utilize computers for data entry and information retrieval.
* Excellent verbal and written communication skills.
* Ability to implement and evaluate operational and administrative processes.
 |
| **Working Conditions:** |
| Lifting Requirements:Light Work – Exerting up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg control requires exertion of forces greater than that of sedentary work and if the worker sits most of the time, the job is considered light work.Physical Requirements:Stand or Sit, Walk, Use hands/fingers to handle or feel, Stoop, kneel or crouch, talk/hear, See, Pushing or Pulling, Reaching, Repetitive Motion. Ability to carry Hazards and Atmospheric Conditions:Limited exposure to dust and electrical hazards, in relation to the storage of files and the operation of office equipment. Limited exposure to fumes, wet and/or humid, noise, chemical hazards, and radiant energy hazards, variations in temperature relating to the normal operation of the administrative office and medical clinic sites, and travel to and from locations. Some work may occur in a community setting and may include contacts in a high crime area and in extremes of temperature.Physical Requirements:Stand or sit, walk, use hands/fingers to handle, feel, or grab, climb, stoop, kneel or crouch, occasional lifting of 40-50 pounds, talk/hear, see, taste/smell, pushing or pulling, reaching, repetitive motion. Equipment and Tools:*Equipment:* Computer, Copier, Printer, Scanner, Laminator, Telephone, Filing Cabinets, Office Supplies, occasional use of clinic medical supplies.*Tools*: Letter opener, Hole Punch, Stapler, Scissors*Organizational Vehicle:* Does not drive organizational vehicles.OSHA Category: Category II- Job classification includes employees who are likely to have SOME occupational exposure to blood borne pathogens because Category I tasks may occasionally be required. |
| Skills/Qualifications: |
| ***Qualifications**** Graduation from an accredited Medical Assistant Program
* Current RMA or CMA Certification

***Skills and Experience*** * 2 years Medical Assistant experience required
 |
| **This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level of difficulty.** |
| Human Resources Director: | Rebecca Shields, HR Director | Date: | 08/27/2019 |
|  CEO Approval: |  Doni Miller, CEO  | Date: | 08/27/2019 |
| **I have reviewed and understand the requirements of my job description.**  |
| Employee Signature: |  | Date: |  |