

## **POSITION DESCRIPTION**

**CLASSIFICATION TITLE:**

Health Services Specialist

**POSITION TITLE:**

Medical Assistant

**General Statement of Responsibilities:**

This Non-exempt position is primarily responsible for assisting with clinical documentation, medication case management and chart management for outpatient services. Secondary responsibilities as assigned include assisting with medication management services for individuals receiving mental health, intellectual disability and/or substance use services.

The incumbent reports to and receives supervision from the Senior Nurse. In carrying out position responsibilities, the incumbent performs in accordance with established ESCSB policies and procedures and applicable regulations and laws, demonstrates initiative, exercises sound judgment, maintains confidentiality of information, and sustains effective working relationships.

**MAJOR DUTIES:**

- Using information provided by the physicians and gathered during face-to-face interaction with individuals receiving outpatient services, draft treatment plans, progress notes and quarterly reviews for physicians' approval, according to licensure, Medicaid and other third party insurance regulations;
- Maintain assigned clinical documentation in the electronic health record;
- Acquire individuals' electronic signatures on disclosure of information and other required agency forms;
- Provide medication case management, to include observing/assessing individual's behavioral, physical and medical status; providing medication education; reaching out to individuals relative to missed appointments; and providing community resource information for medical needs and the identification of other behavioral health needs;
- Collaborate and coordinate with clinical staff transitioning individuals into and out of medication only services;
- Respond to calls relative to medication errors and routine medical information, conferring with the Senior Nurse, as necessary;

- As directed by the Senior Nurse or physician, follow-up on medical concerns, including lab results and the individual's transition to other behavioral health services;
- As assigned, and under the direction of a licensed nurse, assist psychiatrist with medication management services; and
- Perform other position-related duties as assigned by the Senior Nurse, Medical Director, and/or the Executive Director.

**QUALIFICATIONS:**

The incumbent should have position-related experience with the population served and/or experience in an outpatient setting and possess the following knowledge, skills, and abilities:

**Knowledge (s) of:** Medical and medication-related documentation and the standards thereof; basic knowledge of the mental health, intellectual disabilities, and substance using population; the medications commonly prescribed to the population served and related psychiatric and medical terminology; and an EHR and other computer applications (Word, email, etc.).

**Skills (s) in:** Drafting and completing medical and medication-related documentation using an EHR in accordance with regulatory and ESCSB standards; providing case management services; performing individual's behavioral, physical, and medical assessments.

**Ability (ies) to:** Maintain thorough and precise medical and medication-related records; understand and work in an electronic health record; establish a rapport with individuals receiving services; establish and maintain effective working relationships with physicians and other inter- and intra-agency personnel; resolve position related problems; demonstrate initiative; maintain applicable confidentiality; and exercise sound judgment.

**HIPAA Access Level:** 2=access to all client information

**Bona Fide Occupational Qualifications:**

At a minimum, the incumbent must have graduated from an accredited Medical Assistant training program.

**ORGANIZATIONAL LOCATION:**

**EXECUTIVE DIRECTOR**

