**Class Summary**

The responsibilities of this classification include performing paraprofessional-level health care assistance duties in outpatient ambulatory or specialty care settings. Incumbents are responsible for the full range of responsibilities identified in the Medical Assistant classification and include performing lead duties.

**Distinguishing Characteristics**

This is the second level in a two-level classification series. Incumbents in the Medical Assistant - Lead classification work collaboratively within a multidisciplinary clinic team under the supervision of a site manager or Personal Health Services Supervisor.  A Medical Assistant - Lead performs administrative and clinical procedures under the clinical direction of health care providers and is responsible for directing, coordinating, and assisting Medical Assistants in their regular duties, resolving issues, and overseeing and monitoring the work. This classification is distinguished from the Medical Assistant in that incumbents in the Medical Assistant classification are not performing lead duties.

**Examples of Duties**

*Incumbents in this classification perform the functions of Medical Assistant, and:*

1. Direct, coordinate, and assist individuals in their regular duties; resolve issues; oversee and monitor work.
2. Participate in developing and updating training materials.
3. Observe and provide feedback, including in annual performance reviews.
4. Establish procedures and implement training programs.
5. Participate in developing hiring criteria for Medical Assistants.
6. Attend, facilitate, and lead meetings, as needed.
7. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of medical terminology and clinical procedures; health care maintenance and prevention; asepsis and universal precautions; laboratory procedures including phlebotomy

Knowledge of human systems, including anatomy, physiology, biology, human growth and development; behaviors and practices to achieve and maintain good health; health and social services resources; occupational hazards and safety procedures

Knowledge of state and federal guidelines for laboratories, biohazards, laboratory specimen collection and handling

Knowledge of and skill in administrative support practices and procedures; medical record-keeping procedures; using current computer software including electronic health record

Communication skills (oral and written) including the ability to read, write and converse in the English language

Clinical procedure and laboratory skills (vary by clinical assignment)

Skill in basic math, analyzing, assessing, problem solving and client interviewing

Skill in working with racially, ethnically and socio-economically diverse populations; working as a part of a multidisciplinary team

Skill in performing a number of tasks simultaneously; meeting deadlines and working under time constraints

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Washington State Driver’s License or the ability to provide transportation to work locations with limited or no public transportation (some positions)

Must possess a valid Washington State Medical Assistant – Certified credential or be eligible to apply for a Washington State Medical Assistant - Registered

Must possess a valid health care provider basic life support (BLS) certification

Adequate physical ability and sufficient manual dexterity to perform the requisite health care services

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Non-Exempt |
| **Service Status** | Career Service |
| **EEO Code** | 8 |
| **Levels within same series** | Medical Assistant, Medical Assistant - Lead |
| **Class History** | 03/2019 - Created |