

**Position Title:** Medical Assistant (MA) Coach

**Description:** Functions as a teacher and mentor in guiding, directing, and supervising technical medical assistant activities of the MA Trainee (employee learner).

**Performance Criteria:**

- Assesses MA Trainee's experience level to determine level of support and instruction required
- Assesses the MA Trainee's learning style and plans learning experiences accordingly
- Develops goals and objectives in collaboration with the MA Trainee and Clinical Education Coordinator
- Chooses patients and experiences based on educational goals and objectives
- Acts as a role model for the intern by adhering to organizational and departmental policies and procedures
- Provides feedback to MA Trainee on a daily basis and evaluates progress toward fulfilling designated goals and objectives on a weekly basis
- Collaborates with the clinical education coordinator, clinic manager, and RTC faculty as necessary to evaluate progress and to address any training needs.
- Provides written evaluation to the program at the conclusion of terms.

**Supervision Received:** Reports to the Clinic Manager and Clinical Education Coordinator

**Supervision Exercised:** Supervises and delegates patient care responsibilities to the MA Trainee

**Minimum Qualifications**

Successful completion of a Medical Assistant Training program and hold an Washington State HCA certification level A, C, and E.

Completion of MA Coach Training Workshop

Recommendation of Clinic Manager

Validated competencies include:

- Adherence to policy/procedures for facility
- Effective communication skills in written and verbal form
- Interest in sharing knowledge with staff through role modeling and teaching
- Effective interpersonal skills, aids the socialization of others
- Strong organizational skills and ability to prioritize tasks
- Commitment to own professional development through participation in MA coach support groups, meetings, and skill development.