



LIFE NAVIGATORS POSITION DESCRIPTION

POSITION TITLE: Medical Administrative Assistant
REPORTS TO: Lead Supervisor (RN)
CLASSIFICATION: Part-Time

PRIMARY RESPONSIBILITIES:

1. Working at the direction of the RN's and Care Team to provide coordination to assist RN's in delivering Family Care program to members.
2. Assist RN's by engaging in care management related activities including but not limited to contacts with members, contact with collateral contacts for the member and documentation to be completed in MIDAS.
3. Work with Lead Supervisor and RN's to assure quality service delivery for nursing objectives including nursing requirements, program audits, and related documentation for members served under the Family Care program to ensure compliance with policy and guidelines supporting a high level of service delivery.
4. Under the direction of the RN's, provide coordination for member issues including hospitalizations, diagnostics, DME, and auditing for members served in the Family Care program.
5. Perform routine documentation and monitoring services to ensure the safety of members served.
6. Work collaboratively with teams to identify and respond to risk affecting members served in the program. Provide coordination with medical providers as necessary to promote safety, independence, and foster community integration for each member.
7. Work collaboratively with the Care Team to identify and respond to risk affecting individuals with disabilities served under the Family Care Program.
8. Monitor and prepare written reports, correspondence, and program documentation for members served in the Family Care Program in MIDAS.
9. Engage in ongoing education and certification opportunities in accordance with the Family Care Program.
10. Represent the interests of Life Navigators, individuals with disabilities, and their families in pertinent workgroups and committees.
11. Administer policies and procedures effectively and perform related duties as required or delegated by direct supervisor.

QUALIFICATIONS:

1. Valid Wisconsin Licensed Practical Nurse (LPN) or Medical Assistant.
2. One or more years of direct experience in serving individuals with disabilities specifically adults and families. Experience with the Family Care program a plus.
3. Excellent written and oral communication skills with the ability to communicate key information clearly and in a timely manner.
4. Experience in serving people with developmental disabilities and knowledge of the Milwaukee County service system and the State of Wisconsin Family Care program.
5. Excellent computer skills, including knowledge of Microsoft Office Suite.
6. A valid Wisconsin Driver's license and vehicle.
7. State of Wisconsin caregiver background check required.

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RECEIPT ACKNOWLEDGMENT

Employee
Acknowledgment _____ Date: _____

The above statements reflect the general details necessary to describe the key functions of the position described and shall not be construed as a detailed description of all the work requirements that may be inherent in the position.