JOB TITLE: Medical Assistant

REPORTS TO: Clinic Manager/LVN Supervisor

FLSA: Non-Exempt
Grade: 8

POSITION SUMMARY: Under direct supervision of licensed personnel, the medical assistant will gather patient data, perform tasks as trained, generally assist with clinic activities that support patient care in the out-patient clinic, and facilitate a safe, clean working environment.

QUALIFICATIONS:
- Required Education- High School Diploma, Medical Assistant and Phlebotomy Certification.
- Two years or more previous experience in medical/hospital/business setting preferred
- Proven reliability, trustworthiness, flexibility, and high ethical standards
- Ability to communicate and relate well to people
- Ability to develop procedures for front desk activities
- Demonstrated ability to treat all individuals with respect and exceptional customer service
- Proficiency in system software, medical terminology, general office machine operations and maintenance. Must type 35 wpm and must work well with others as well as independently.
- Must be able to demonstrate multi-tasking skills in a high stress environment while adhering to HIPAA standards of confidentiality.
- Bilingual in English and Spanish/Kmher preferred.

SCOPE /ORGANIZATION RESPONSIBILITY

Contacts: Typically within own department or clinic, including patients and frequently externally. Exchanges information that requires explanation, interpretation and involves matters possibly sensitive in nature.

Must adhere to all TCC Policies & Procedures.

Financial Accountability: Responsible for personal use or resources, supplies and materials, tracking personal spending and submitting accurate expense reports.

Impact of Decisions: Short term decisions impact usually limited to task related activities and immediate coworkers.

Judgment: Sets priorities for own work within overall guidelines; manages own workflow in cooperation with others.

Updated: February 2019
ESSENTIAL DUTIES AND FUNCTIONS:

A. Provides direct patient care under the supervision of license personnel.
   1. Performs patient care activities as identified on medical assistant competency checklist while maintaining safety, comfort and privacy.
   2. Collects clinical data.
   3. Participates as a member of the health care team to carry out plan of care.
   4. Consistently applies infection control policies and procedures.
   5. Responds to changing patient care needs.
   6. Maintain a safe and healthful environment.
   7. Provides secretarial support.

B. Documents findings in patient’s medical record in compliance with TCC specific standards and systems.

C. Demonstrates patient care using specific interventions for the women’s health patient population.

D. Competency Requirements: Successful completion and maintenance of TCC MA competency skills checklist

E. Additional responsibilities:
   1. Attends department specific staff meetings, in-services, education and training.
   2. Participates in selected department specific Performance Improvement Projects,
   4. Assists in maintaining systems to support nursing care.
   5. Participates in orientation and development of students and/or new staff as assigned.

Physical Demands: Frequent sitting at a desk for office work. Occasional driving of automobile for outside appointments and meetings. Occasional climbing stairs, stepstools; occasional stooping, kneeling, crouching, crawling, reaching and turning. Continuous use of corrected vision; depth perception; wide field of vision and color. Continuous use of olfactory, auditory and tactile senses. Occasional pushing/pulling to 100 lbs.; lifting up to 50 lbs. and carrying to 25 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mental: Duties require attention to detail, alertness, problem solving, tolerance to stress and exercising sound judgment. Also requires abstract thinking and intuitive sense.

Communication Demands: Frequent talking to clinic staff, patients, board members, funding agencies, and external community agencies and professionals. There is daily communication via telephone and in person, including training/giving instructions, receiving instructions and composing accurate written language (English). Must have ability to work with diverse individuals in the Long Beach area and target groups such as mentally-ill, alcohol and substance abusers and homeless individuals.

Updated: February 2019
Technical Requirements: Frequent use of medical and laboratory equipment, telephone system and office equipment i.e. keyboard, typewriter, computer, printer, FAX machine, copier, and general office supplies. Occasional use of wheelchair, gurney and other patient assisted devices for transfers.

WORKING CONDITIONS:
Indoor office setting, space limited, air conditioned in the summer and central heat during the winter. Occasionally required to be outdoors for travel, and can be exposed to variable weather conditions. Occasional travel from one clinic location to another for patient care purposes and meetings.

Occasional exposure to noise, moisture, noxious odors and gases. Occasional exposure to dust, dirt, cold, biological and chemical agents.

Work hours: 8 hour work days with variable/flexible hours depending on clinic needs. Overtime may be required.

EMPLOYEE: __________________________________ DATE: _______________

SUPERVISOR: _______________________________ DATE: _______________

EXECUTIVE DIRECTOR: ___________________________ DATE: _______________