UNICARE COMMUNITY HEALTH CENTER, INC.

JOB DESCRIPTION

Position Title: Front/Back Medical Assistant  Exemption Status: Non-Exempt

Status: Full-Time  Department: Medical

Reports to: Clinic Manager

Job Summary
Medical Assistant works under the Clinic Manager to assist with maintaining efficient patient flow and quality care during clinic hours. The Medical Assistant works as part of a health care team including physicians, NP/PA's, patient services representatives, medical records, health educators and social workers to provide comprehensive care in a non-judgmental manner. Unicare Community Health Centers is a federally qualified health center providing comprehensive patient-centered primary care services including medical, dental, substance abuse treatment, mental health and outreach services to low income, multiethnic, uninsured and underinsured populations.

Duties/Responsibilities:
The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time with reasonable accommodation.

1. Provide back up support for the medical assistant team, which includes all functions of a medical assistant.
2. Assist with intake, financial screening, and set-up for patient visits.
3. Assist with the training of medical and lab assistants, and volunteer staff on health education, and laboratory. Assist in providing on-going supervision to same staff.
4. Assist as needed including medication refill requests, specialty and procedure referrals, pre and post clinic chart review.
5. Review charts, lab test results, and encounter forms for completeness and to assess follow-up as needed.
6. Work with Manager to oversee dispensary logs and storage to maintain quality assurance.
7. Coordinate the inventory, ordering and supply stock maintenance of medical supplies.
8. Provide sick/vacation leave backup for other medical assistants.
9. Assists with daily and monthly quality assurance reviews including emergency kit check off.
10. Record and maintain the refrigerator and freezer temperature logs.
11. Order VFC vaccines

Non-Essential Functions
- As directed by the Clinic Manager, performs other related and/or necessary tasks to achieve organizational and programmatic goals and objectives

Professional Requirements
- Adhere to dress code, appearance is neat and clean.
- Maintain current license, registrations and/or certifications.
- Maintain patient confidentiality at all times.
- Report to work on time and as scheduled as attendance and punctuality is necessary.
- Ability to work well with a multidisciplinary team.
- Ability to problem solve and be self-motivated.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, ethics and goals of the organization.
- Must have excellent written and oral skills, strong organizational, problem-solving and analytical skills.
- Expected to have strong interpersonal skills and have the ability to understand and follow written/verbal instructions.
- Able to work independently with little or no supervision.

X Initials
Qualifications, Education & Experience:
- College education, high school diploma, or equivalent.
- Completion of medical assistant training program required.
- Phlebotomy certification a plus.
- Minimum of three-year experience in an outpatient medical clinic or hospital, medical office setting.

Knowledge, Skills, and Abilities
- Excellent people skills, with an ability to partner with a dynamic leadership team.
- Possess personal qualities of integrity, credibility, and commitment to corporate mission.
- Flexible and able to multitask; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities.
- Maintain current knowledge of policies and procedures as they relate to safe work practices.
- Follow all safety procedures and report unsafe conditions.
- Ability to work with a diverse population.
- Willing to work flexible hours, including evenings.
- Must have reliable transportation and valid CA driver's license and an insurable DMV record.
- Must be self-directed and work productively with minimal supervision.
- Ability to work effectively as a member of an interdisciplinary team
- Demonstrated proficiency in using Microsoft applications such as Word, Excel, Access, Outlook
- Knowledge of Electronic Health Records
- Perform phlebotomy and basic laboratory duties.
- Demonstrate the skills to provide appropriate care to the clients of the clinic.
- Demonstrate knowledge of the principals of growth and development over the life span and possess the ability to interpret information relative to the patients age related needs.
- Bilingual English/Spanish required.

Physical Requirements and Environmental Conditions
- Prolonged periods of sitting and working on a computer.
- Pushing and pulling objects up to 25 lbs.
- Frequent wrist, hand, and finger dexterity to perform fine motor function.
- Position requires light to moderate work with 25 lb. maximum weight to lift and carry.
- Full range of body motion requires twisting body, pushing, pulling, reaching, bending, stooping, and handling objects with hands and/or fingers, listening, talking, and/or hearing, and seeing.

Working Conditions
- Non-Ionizing Radiation (welding flash, microwaves, sun)
- Hazardous Exposure (chemical [E.G. Latex] and infectious)

Work Schedule
- Monday – Friday; 9am – 6pm. Saturdays: 9am – 3pm. Ability to work occasional evenings, as needed.
- Your regular clinic(s) will be the following location(s): **107 N. McKinley St. Corona, CA 92879 (COR 107)**
  *May be traveling to all Unicare Health Center clinics to work or attend meetings as needed.*

General Sign-off
The employee is expected to adhere to all agency policies and to act as a role model in adherence to company policies.
*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.*

*I have read and understand the duties / physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. I understand that failure to adhere to these responsibilities could be grounds for disciplinary action up to and including termination of employment.*