



**POSITION DESCRIPTION**

Date: 12/05/2024	Please check one: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised
<b>Position Title: Medical Assistant Level III</b>	Pay Rate/Grade: \$26 - \$28
Reports to: Nurse Manager	FLSA/ Work Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Hourly <input type="checkbox"/> Salaried
Direct reports: N/A	
Schedule: HarborCHC is open Monday – Thursday 8am-6pm, Friday 8am-5pm.	

Love what you do and do what you love....Harbor Community Health Centers is seeking a Medical Assistant Level III to join our team. HarborCHC is a trusted provider of state-of-the-art health services for men, women, and children throughout San Pedro, CA, and the surrounding Los Angeles and South Bay areas. Our mission is to provide quality, comprehensive healthcare, and supportive services to those in our community, regardless of their ability to pay.

Founded more than 50 years ago on the belief that every person of every age and income level should have access to the best healthcare options available, Harbor Community Health Centers is dedicated to providing cutting-edge healthcare services for residents of the San Pedro area, including preventive options like routine, school and sports physicals, immunizations, OB/GYN care, and health screenings, as well as treatment of both acute and chronic illnesses and diseases. Begun as the “storefront” Harbor Free Clinic in 1970, today the clinic features two locations in San Pedro – a general care clinic and a location dedicated to pediatrics.

**JOB SUMMARY**

The primary function of the Medical Assistant Level III (MA III) is to provide direct and indirect support to medical providers in the safe and appropriate delivery of patient care. The MA III also has additional clinical and/or operational responsibilities in ensuring efficient and high-quality care is provided to patients.

**EXPECTATIONS**

- Adheres to all Harbor Community Health Center’s (HarborCHC) policies and procedures.
- Observes all policies and procedures for the use of time-keeping system, including attendance, tardiness, proper clocking procedure, overtime authorization, and that employee nametag is visible.
- Conducts self in a manner that represents HarborCHC’s core values at all times.
- Maintains a positive and respectful attitude with all work-related contacts.
- Provides excellent customer service.
- Communicates regularly with his/her immediate supervisor about departmental and HarborCHC concerns.
- Excellent oral and written communication skills.
- Consistently reports to work prepared to perform the duties of the position.
- Meets productivity standards and performs duties as workload necessitates.
- Fosters an environment that promotes trust and cooperation among all staff.

### MISSION, VISION, AND VALUES

Our mission is to provide low cost, comprehensive high quality health care and supportive services to those in our community who do not have access to medical care.

Our vision is "Improving the Health and Well Being of our Community"

Our Core Values consist of Integrity, Compassion, Excellence, and Diversity, Equity, & Inclusion.

Employees must possess a strong commitment to the mission, policies, goals and philosophy of Harbor Community Clinic.

### ESSENTIAL DUTIES & RESPONSIBILITIES

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required:

- Function as an eClinicalWorks Super User
- Function as a Patient Centered Medical Home (PCMH) champion and serve as a role model for providing patient-centered care
- Lead MA care team huddles
- Assist LVN supervisor with preparation for audits, including conducting period chart audits
- Work closely with LVN supervisor to achieve department goals and objectives by providing support and guidance to the M.A. team as a mentor and trainer

**In addition to the above duties, the Medical Assistant III must be equipped to perform the below task.**

- Prepare the exam room for clinician; cleans and stocks rooms in between patients.
- Prepare patients for the health care visit by directing and/or accompanying them to the examination room; providing gowns and drapes; helping them to position themselves for the examination and/or treatment; arranging examining room instruments, supplies, and equipment.
- Verify patient information by interviewing patient; reviewing and/or recording medical history; taking vital signs; confirming purpose of visit or treatment.
- Support patient care delivery by helping providers during examinations; preparing laboratory specimens; performing basic laboratory tests on the premises; disposing of contaminated supplies; administering medications on the premises; authorizing drug refills as directed; telephoning prescriptions to pharmacies as directed/authorized by the attending provider; drawing blood; taking electrocardiograms; removing sutures; changing dressings.
- Educate patients by providing medication and diet information and instructions; answering questions.
- Perform diagnostic and laboratory tests including, but not limited to, audiometry, EKG, spirometry, urine dips, acu-check, urine HCG, hemocue hemoglobin, etc. according to competency standards.
- Perform venipuncture, finger sticks and heel sticks in accordance to policy and procedure and OSHA regulations.
- Prepare specimens in the pre-analytical stage of testing, computer entry, documentation and follow through.
- Administer injections and diagnostic tests/referrals as ordered, including immunizations, completing lab and x-ray requisitions, and other services ordered by the clinician.
- Document all immunizations according to standards.

- Keep equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
- Perform age appropriate screening as needed or as directed by clinician.
- Perform end of shift tasks for room closure and equipment.
- Answer patient calls and routes messages to appropriate provider in EMR.
- Preview provider schedule; ensure medical records and other documents are available for provider to review; review and highlight gaps in care.
- Follow organization standards for Universal Precautions when working with potentially infectious materials (blood or body fluids).
- Work as part of a care team to coordinate and prioritize patient care.
- Alert designated person to needed supplies/equipment.
- Report any safety hazards, incidents, HIPAA violations, or other risk management issues to supervisor.
- Assist patient and/or guardian with completing required forms (CHDP, registration, screening, etc).
- Provide patients with clinical summaries, lab orders, treatment plan, referrals as needed
- Assist patient/ guardian with scheduling appointments as needed.
- Complete required trainings (universal precautions, blood borne pathogens, risk management, safety drills, customer service, cultural sensitivity, etc) on a timely basis.
- Maintain patient confidence and protect operations by adhering to HIPAA standards at all times
- Attend all mandatory meetings and other meetings as requested.
- Assure efficient patient flow by ongoing assessment of clinician schedules and working with other staff to minimize patient waiting time.
- Provide assistance to LVN/ front office supervisor in managing walk-in patients.
- Assist in the training and development of new and/or existing MA1 staff, as needed.
- Responsible for providing feedback/ ideas for improvement regarding back office processes to LVN Supervisor to improve workflow efficiencies and quality of care.
- Responsible for medication, supplies, and/or vaccine inventory management, as directed by LVN Supervisor.
- Any additional clinical duties as directed by your Supervisor
- Perform other duties as assigned to support HarborCHC's Mission and Values.

## QUALIFICATIONS

### Required education, experience and/or training:

- High school diploma or equivalent.
- Certificate from medical assisting program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the Accrediting Bureau of Health Education Schools (ABHES).
- 3 or more years of MA experience in a medical/clinical setting (FQHC preferred)  
*\*\* If current staff under consideration for promotion, must be employee (MA II) in good standing with positive performance review, no corrective action plans for at least 6 months.*
- Current Basic Life Support (BLS) certification
- Bilingual in English and Spanish

### Preferred education, experience and/or training:

- Current Medical Assistant Certification from American Association of Medical Assistants (AAMA) Preferred.

HARBOR COMMUNITY HEALTH CENTERS

- Experience with electronic health records (eClinicalWorks preferred)
- Experience working in an outpatient primary care clinic or doctor’s office preferred.

HR Procedural Requirements:

- Legal authorization to work in the United States.
- Periodic travel between clinic sites. Must have a valid California Driver's license and current insurance.
- Clear all post offers, pre-employment background screening, and education verification.
- Must be vaccinated against COVID-19 or have a qualifying medical/religious exemption.

**PHYSICAL REQUIREMENTS**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust.

**Hours:** HarborCHC is open Monday – Thursday 8am-6pm, Friday 8am-5pm. This is a full-time, non-exempt position and any overtime must be approved by your supervisor in advance.

**EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

HarborCHC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. HarborCHC complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation, and training.

**DISCLAIMER**

The above statements define this position as it currently exists and are intended to describe the general content of and requirements for this job. They are not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor. HarborCHC is an at-will employer.

In addition, HarborCHC may change your duties, compensation or hours, or transfer, reassign, promote, demote, suspend or otherwise change the terms and conditions of your employment (other than the at-will relationship), with or without cause or prior notice.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature