

## Medical Assistant Job Description

### Who We Are.

Family Tree Clinic is a leader in sexual and reproductive health care in the Twin Cities and Minnesota. Founded by community activists and volunteers in 1971, our vision is to eliminate health disparities through innovative, personalized sexual health care and education for diverse needs. We work to achieve this vision through providing patient-centered health care services, community education and outreach, and through alliances across the state to promote sexual health and freedom in our communities. The staff at Family Tree is a team of committed, passionate, and smart individuals who work hard and are eager to learn and grow together as we provide services and education to our community.

### Core Value Statements

Commitment to furthering social and reproductive justice: striving for and demonstrating a conscious awareness of cultural markers and lenses related (but not limited) to race, ethnicity, country of origin, religion, family narrative, gender identity, immigration status, gender presentation and expression, sexual orientation and expression, mental and physical ability, size, class, and age; sex positive; striving to center justice lenses in our daily work and long-term goals

Mission-focused: conveying passion for our mission with an understanding that our work evolves over time, and that there are many ways we accomplish our collective goals; supporting a workplace environment that is in service to our mission

Collaborative and accountable: being mindful of our differences and striving for self-awareness; accountable to colleagues, patients, clients and community members; acknowledging of one's own mistakes and striving to learn from them; supportive of ongoing learning

Direct and respectful: being honest, candid and straight-forward in a way that acknowledges the power of our words; assuming the best intentions when engaged in difficult conversations; conveying respect for each other and our clients; upholding workplace standards and Family Tree's mission in all of our interactions

### Position Summary

The Medical Assistant position at Family Tree Clinic is responsible for assisting in the delivery of clinical health care and patient care management. Organize and perform laboratory tests for clinic patients as well as assist in the general flow, communication, medical records, clinical supplies and maintenance of the clinic. Adheres to a strict confidentiality policy.

### Major Responsibilities

Laboratory:

Phlebotomy:

Obtain a laboratory specimen of sufficient quality and quantity for laboratory testing on adult and adolescent patients. Centrifuge and separate specimen when appropriate.

Testing patient samples:

Efficiently and accurately perform testing on patient samples using instrumentation available, following established written procedures. Record patient results in the patient's electronic health record (EHR) and lab log. Prepare specimens for transport.

Quality Control:

Follow established written protocol for Quality Control, recording the results in lab logs.

Inventory Control:

Restock as inventory arrives, including indicating arrival on invoices, noting expiration dates, organizing the storage area and ordering as necessary. Monitor, evaluate and anticipate cost and availability of existing and new supply requests. Assist with monthly inventory counts for all medications, laboratory and storage areas.

Clinical:

Patient Care:

Monitor patient flow and clinician flow. Communicate to the Medical Assistant Manager or Clinic Director with any problems or concerns. Prepare patients for exams by taking vital signs, documenting results in the EHR and rooming patients. Prepare and maintain supplies and equipment for treatments including sterilization of supplies.

Clinician Support:

Prepare the room and procedure trays depending on the visit type. Prepare, log, and deliver medications to patients as directed by clinicians.

Clinic Maintenance:

Maintain exam rooms; clean after each patient with appropriate disinfectant (per protocol). Restock exam rooms, laboratories and lavatories at regular intervals. Maintain log of clinical Medical Assistant duties on a weekly/monthly basis including equipment maintenance and system checks.

MA Visits:

Maintain flow of MA visit schedule which includes injection visits, education visits and laboratory visits. Responsible for documentation of MA visits.

General / Clerical:

- Scan incoming records into the EHR.
- Complete records requests as needed via the process outlined in the MA/EHR book.
- Maintain client records by documenting lab results in a timely manner, maintaining client charts, recording lab results in appropriate log book.
- Assist with miscellaneous clerical tasks as requested.

## **Job Qualifications**

Required:

- Demonstrates commitment to reproductive justice, racial justice, gender justice, LGBTQ equity, trans equity, and sexual health care and education
- Communicates clearly, compassionately, directly and openly
- Is accountable for mistakes and is open to receiving and providing constructive feedback
- Is flexible and can adapt quickly in a fast-paced clinical environment
- Can work both independently and as part of a team
- Utilizes a high degree of problem-solving skills
- Has the ability to work evenings and some Saturdays

Preferred:

- Experience measuring vitals and taking medical histories
- Phlebotomy and/or injection experience
- Experience sending and receiving medical records
- Experience navigating EHR systems
- Knowledge of HIPAA and OSHA guidelines
- Language skills in ASL, Spanish, Somali, Oromo, Hmong or another language common in the Twin Cities is preferred

## **Certificate/Licensure**

CPR for Healthcare Professionals certification can be obtained upon hire

## **Typical Working Conditions**

Exposure to communicable diseases, toxic substances, medical preparations, blood, bodily fluids, and other conditions common to a clinical environment. The Medical Assistant position requires a full range of body motion, manual and finger dexterity and eye-hand coordination. Position involves standing and walking with occasional lifting and carrying items weighing up to 50 pounds. Evening and Saturday hours included.

## **Salary & Benefits**

This is a full time, benefits eligible position. Hourly pay rate is \$17.25 + DOQ. Competitive benefits package includes paid holiday, vacation and sick, 2% employer matched 401k, medical and dental insurance.

## **To apply:**

Please email resume and cover letter to Sara Emahiser, Medical Assistant Manager:  
semahiser@familytreeclinic.org

\* Family Tree Clinic is committed to building and maintaining a diverse staff. People of color and LGBTQ-identified individuals are strongly encouraged to apply.

\* When applying for jobs at Family Tree, or anywhere really, don't assume someone's gender based on their name. Please address cover letters by first name only or use Mx.

