

# Clinic Assistant

## Job Description

Family Tree Clinic seeks a part-time or full-time Clinic Assistant with a strong passion for sexual and reproductive health, experience working with LGBTQ communities, and a commitment to social justice. The Clinic Assistant is a key team member and will work to further our mission, vision, and values through providing direct service to our patients and supporting our medical and administrative staff in our brand new building in Minneapolis.

## 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 developing 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

## Summary of Duties

The Clinic Assistant duties include working at the clinic front desk answering phones, scheduling patients in the NextGen practice management system, checking patients in and out for appointments, and answering patient inquiries.

## Additional Responsibilities (not a complete list)

- Check in patients for appointments and provide appropriate paperwork to be completed.
- Check out patients and accept and record payments.
- Sell over-the-counter supplies.
- Utilize the NextGen EHR software to schedule appointments, facilitate communication between patients and medical staff, and check patients in and out.
- Handle patient questions and inquiries in person, online, and over the phone.
- Participate in check-ins with supervisor, staff meetings, caucus meetings, and other departmental or organizational meetings, training, and inservices.

- Assist with training as requested.
- Perform additional tasks and responsibilities as assigned.

### **Qualifications**

- Strong organizational skills, attention to detail, and ability to manage multiple projects.
- Ability to work effectively in a mission-driven agency whose clients and staff exhibit significant diversity with respect to race, ethnicity, sexual orientation, gender identity, socio-economic status, nationality, and religion.
- Ability to work independently utilizing a high degree of problem-solving skills.
- Strong computer and software skills.
- Ability to work in a team setting.
- Ability to learn independently and through reading.
- Ability to maintain client confidentiality.
- Ability to work with people of various cultures and values to ensure a positive experience for all.
- Experience with Electronic Health Records (i.e. NextGen) is preferred.
- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression required. This includes participating in organizational trainings, workshops, and meetings focused on racial justice & anti-oppression as able.
- Language skills in ASL, Spanish, Somali, Oromo, Hmong or another language common in the Twin Cities preferred.
- Experience working with queer and trans communities; familiarity and comfort with chosen names and varied gender pronouns preferred.

### **Salary & Benefits**

Salary for this position is \$17.25 or higher depending on experience and qualifications. This is a benefits-eligible position, with paid holiday, vacation and sick time, 2% employer matched 401k, and dental insurance available. Additionally, full time benefits, medical insurance options, life insurance and long-term disability insurance are available if working 25 hours a week or more.

### **Hours**

This position can be part time or full time. Family Tree Clinic is open to patients Monday through Saturday. This position requires availability on weekday morning and evening shifts and some Saturdays.

### **Reporting Relationship**

The Clinic Assistant position is supervised by the Front Desk Manager.

### **Typical Working Conditions**

Use of office equipment requiring manual dexterity, eye-hand coordination and alertness. Combination of office and clinic environment.

### **How To Apply**

To apply for the Clinic Assistant position, please submit a resume and cover letter to Marcela Sanchez (she/her), Front Desk Manager, at [msanchez@familytreeclinic.org](mailto:msanchez@familytreeclinic.org). Cover letter should specify if the applicant is interested in either part time or full time work and the number of hours desired, and should include a description of general availability, including any availability on mornings, nights, and weekends (for example, "I am available most mornings and weekends but cannot work on Tuesdays.").

Application materials received by October 24th will be given priority. Interviews will be scheduled on a rolling basis as qualified applications are received.

*Family Tree Clinic is committed to building and maintaining a diverse staff. People of color, LGBTQ-identified individuals, and people from the local community are strongly encouraged to apply.*