



Medical Assistant Team Manager

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

Position Summary

The Medical Assistant (MA) Team Manager provides direct leadership & clinical operations support for the Medical Assistant team under the supervision of the Clinic Director. The MA Manager will lead the hiring, training & evaluation of the medical assistant team, coordinate staffing schedules & work closely with the Clinic & Medical Directors to help support workflows and processes. This position is also responsible for maintaining knowledge of the Medical Assistant job functions. The MA Manager is a key role in helping to contribute to the effectiveness, efficiency and quality of patient care & clinic services.

Family Tree Clinic is an equal opportunity employer and is committed to building and maintaining a diverse staff that is representative of the communities we serve and live in. People of color, LGBTQ-identified individuals, and people from the local community are strongly encouraged to apply.



Medical Assistant Team Manager

Primary Duties:

Supervisory Responsibilities

- Supervise, lead, & support a team of Medical Assistants in daily clinic operations, working under the direction of the Clinic Director and Medical Director
- Supervise and manage the full employment cycle for Medical Assistants under the guidance of the Clinic Director, including interviewing, hiring, performance evaluation & termination
- Oversee staffing needs by creating schedules, managing time off requests & sick calls to ensure appropriate coverage to meet the clinic needs for effective daily operations
- Facilitate onboarding & training for Medical Assistant team members

Collaborative responsibilities

- Work collaboratively with clinic leadership & management teams to develop, implement, & enforce clinical processes, policies & procedures
- Work closely with the Clinic Director, Medical Director, Clinic Operations Specialist, clinician team, & clinical support team to ensure smooth and efficient clinic operations and high quality, patient-centered care
- Participate in organizational trainings, workshops, and meetings focused on racial justice & anti-oppression as able
- Work with the Clinic Director & Clinic Operations Specialist to ensure compliance with all state and federal laws related to clinic operations.
- Partner with the Lab Coordinator for lab, supply & inventory processes
- Ensure the safety of patients & staff

Department coordination responsibilities

- Hold regular department meetings
- Lead by example to support a positive workplace and uphold Family Tree Clinic's core values
- Coordinating routine clinic maintenance responsibilities including, but not limited to: stocking supplies, inventory control, and general clinic cleaning
- Delegate tasks to Medical Assistant team as necessary

Independent responsibilities

- Work at least 1 MA or Lab shift per week
- Learn the Medical Assistant role & be able to perform all functions, including rooming patients and collecting labs
- Help to ensure smooth and efficient clinic operations and high quality, patient-centered, trauma informed care
- Understanding of patient visits, including education on birth control, family planning, all options counseling, STI screening & prevention, immunizations & injections, rapid HIV testing, & injection teaching
- Provide excellent patient experience & patient recovery

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Additional Duties :

- Perform additional tasks and responsibilities as assigned

Qualifications

Required:

- At least 1 year of supervisory experience
- Experience working in a medical setting, such as hospital, clinic, or laboratory
- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression.
- Ability to communicate clearly, compassionately, directly and openly, including strong oral and written communication skills, & ability to have difficult conversations

Preferred:

- Experience in a training role
- Experience positively leading or supervising a team through change
- Current Certified Medical Assistant, CNA, LPN, or similar qualification
- Language skills in ASL, Spanish, Somali, Oromo, Hmong, or another language common in the Twin Cities
- Background or strong interest in reproductive health, sexual health, LGBTQ health or community health & wellness

Salary & Benefits: Starting hourly wage is \$22 or higher based on experience and qualifications beyond what is required in the job description. This is a benefits-eligible position, with paid holiday, vacation and sick time, a 401k with a 2% employer match, and medical, dental, vision, life and long-term disability insurances.

Hours: 32-40 hours per week on site; Occasional evenings & weekends required

Supervisor: Nyssa Krause, Clinic Director

Typical Working Conditions: Exposure to communicable disease, toxic substances, medical preparations and other conditions common to clinic environments. Requires exposure to blood and bodily fluids. The position requires independent mobility, full range of body motion, manual and finger dexterity, legible writing skills and hand-eye coordination. Involves sitting, standing, walking and occasional lifting.

To Apply: Please send a cover letter and resume to nkrause@familytreeclinic.org

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