



Medical Assistant

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 position at Family Tree Clinic is responsible for assisting in the delivery of clinical health care and patient care management. Medical Assistants perform rooming tasks, laboratory tests, & charting for clinic patients as well as assist in the general flow, communication, medical records management, clinical supplies inventory, and maintenance of the clinic. Family Tree Clinic will provide on-site training for applicants who are not Certified Medical Assistants.

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.



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Primary Duties

Collaborative responsibilities:

- Work with a care team of clinicians, registered nurses, medical assistants, clinic assistants, patient resources associates, & leadership to provide exceptional care & customer service to patients
- Communicate daily with team members to help with clinic flow
- Assist in inventory control, including inventory tracking, unpacking & stocking, organizing
- Assist with monthly inventory counts for all medications, laboratory & storage areas
- Participate in organizational trainings, workshops, and meetings focused on racial justice & anti-oppression as able
- Participate in the onboarding and training of new employees
- Follow all laws regarding mandatory reporting
- Assist Clinicians & Care Providers as needed

Independent responsibilities:

- Prepare patients for their clinician visits by collecting health histories, accurately recording information into the electronic health record, monitoring patient vital signs, & preparing patients for exams &/or procedures
- Obtain specimens & perform laboratory testing accurately following established quality control protocols, including blood draws & venipuncture; record patient results & prepare specimens for transport
- Complete records requests & scan incoming records into the EHR
- Assist with miscellaneous clerical tasks as requested, including calling patients and outside healthcare facilities
- Follow OSHA safety, Infection Prevention, & HIPAA protocols & procedures
- Stay up to date on FTC policies & procedures

Program/department coordination responsibilities:

- Maintain flow of MA visit schedule which includes injection visits and laboratory visits.
- Maintain log of clinical Medical Assistant duties on a weekly/monthly basis including equipment maintenance and system checks.

Additional Duties (not a complete list)

- Perform additional tasks and responsibilities as assigned

Qualifications

Required:

- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression is required.
- Communicates clearly, compassionately, directly, and openly

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- Ability to be accountable for mistakes and open to receiving and providing constructive feedback
- Displays flexibility 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

Preferred:

- Previous clinical experience is strongly preferred
- CPR for Healthcare Professionals certification (can be obtained upon hire)
- Certified Medical Assistant, CNA certification compensated as applicable
- Experience with Electronic Health Records
- Knowledge of HIPAA & OSHA guidelines

To help ensure the health and safety of our patients, clients, students, and staff, Family Tree requires all employees be fully vaccinated against the COVID-19 virus. All new employees are required to be either fully vaccinated, have received their first dose, and/or have received a booster shot within 2 weeks of hire. If you have questions about the vaccine policy, please contact our HR department at ftolbert@familytreeclinic.org. Exceptions may be made for medical reasons and/or genuinely held religious beliefs.

Salary & Benefits: Starting hourly wage is \$20.00 or higher based on experience and qualifications beyond what is required in the job description. This is a benefits-eligible position consisting of 11 paid holidays, 15 vacation **and** sick days (to start), 2 personal days; medical, dental, vision, life, and long-term disability insurances; a 401k with employer matched contributions. With all benefits included, the effective hourly wage is \$24.22 per hour or higher.

Hours: 30-34 hours per week, to be split among 4-5 in person days in clinic. Family Tree Clinic is open to patients Monday through Friday, including some evenings, and this position may be scheduled for any of the clinic's open hours.

Supervisor: MA Team Manager

Typical Working Conditions: Hazards including potential 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 hours included.

To Apply: Please send a cover letter stating your interest in the position and resume to MA Team Manager, Sam Saunders (she/her) at ssaunders@familytreeclinic.org.

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