



# POSITION DESCRIPTION

Position title:	<b>Medical Assistant</b>
Candidate:	
Department:	Free Clinics
Supervisors:	Clinic Managers
FLSA:	Full-time/Non-Exempt/Hourly
Salary:	\$Current
Effective date:	TBD

## OUR IMPACT

For over 45 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

## OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

## YOUR IMPACT

Under the supervision of the Clinic Managers, the Medical Assistants support Samaritan House Clinic Patients by providing information, services and assistance. Services range from direct client contact such as taking vitals to support with front office operations. Must be familiar working with electronic health records systems. Candidate must be technologically proficient. Position requires a Bilingual Bicultural Spanish speaking candidate to successfully serve or mostly Spanish speaking client base.

## JOB REQUIREMENTS

Preferred and Required skills for success of this position include but are not limited to the following. In some cases, long term experience may substitute for Education.

### Education and Certifications

- AA Degree in Medical related field preferred; Specialized experience may substitute for education; Certified California Medical Assistant preferred.

### Experience

- Two years' experience working in a medical office; This includes room patients; set up equipment and instruments, maintaining sterile technique as required; sterilize instruments cleans and calibrates equipment; infection control, cleans and stocks exam rooms assist providers with performing exams and procedures; collect, prepare and analyze specimens, and with proper provider authorization, provide instructions, test results; vaccinations and vaccination log keeping and reporting, supply management, and provides proper documentation in paper and electronic patient chart. Knowledge of front office services. Maintaining safe and effective work environment.

Knowledge, Skills, and Abilities:

- Strong attention to detail, organizational skills and ability to multi task/prioritize in a fast-paced work environment. Commitment to excellence and high standards.
- Self-motivated; capable of developing analysis from ambiguous information with minimal or no supervision.
- Versatility, flexibility, and a willingness to work within a dynamic environment. Creative thinker with high energy and enthusiasm.
- Ability to work independently and as a member of project teams.
- Strong work ethic, customer service skills, positive and resilient attitude and integrity in all agency business dealings and interactions.
- Excellent, sound judgement and decision-making skills in a fast-moving environment; Ability to observe and work within professional boundaries in all interactions with all constituents; Ability to exercise tact and diplomacy under normal and stressful conditions.
- Excellent interpersonal and relationship building skills. Ability to work effectively, maintain and cultivate credible relationships with Agency constituents of diverse backgrounds.
- Flexible schedule, including ability to work early mornings, evenings, weekends and holidays when needed.
- Must be able to travel between agency sites or other locations as assigned. Valid California driver's license, dependable transportation with insurance, and a clean driving record. Ability to be on time.

### WORK ENVIRONMENT/MINIMUM PHYSICAL ACTIVITIES

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in a clinic environment with occasional-to-regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 25 pounds.

While on site all employees are required to abide by the Agency's Covid Protection Policies. This position works on site 40 hours per week.

**BENEFITS INCLUDE:** Health, Dental, Vision, Life/LTD, EAP, 403(B) Retirement Match, 22 Days first year PTO, 9 Paid Holidays, Pet Insurance, AFLAC.

### ESSENTIAL FUNCTIONS OF THE POSITION

- Perform front and back-office duties and provide excellent Medical Assisting services to Clinic Patients/Clients and to our providers.
- Perform patient prescreening and maintain patient charts. This includes, but is not limited to verification of patient information through interviews, recording medical histories; confirming purpose visits, pull charts, pull medications, preparing patient charts with appropriate forms.
- Re-confirm patients identity during vitals process and enter vitals information in vitals rooms computer. The medical assistant must ensure that all computers are logged out when leaving the vicinity to protect sensitive and private information.
- Schedules ancillary tests ordered by Physicians; verifying locations and time for referring facility; preparing, recording and submitting referral forms; Obtain lab reports as needed.
- Maintains a safe, secure, and healthy work environment by establishing and following agency medical/legal standards and procedures; complying with legal regulations.
- The medical assistant will assist in monitoring inventory levels in exam rooms, restock supplies and promptly report any shortages to the clinic manager for timely ordering, maintain supplies ready by continuously inventorying stock.
- The medical assistant must be proficient in electronic health record (EHR) systems, including eClinicalWorks (ECW) and any additional systems utilized within the practice. Data entry must be accurate with minimal to no errors.
- Medical procedures to be performed include, but not limited to ear irrigations, blood sugar testing, urine drips, Hemocult preparation, vaccinations and any other minor procedures as directed by Physicians.
- The medical assistant will train and administer vaccines under physician supervision as needed, ensuring adherence to safety protocols and providing patient education on vaccination.
- The medical assistant will also be responsible for the handling, storage, and record keeping of the vaccine refrigerators log for Samaritan House and The Lion's Club temperature log.
- Any delegation of duties must be approved in advance by Clinic Managers otherwise in general Medical Assistants are expected to follow through with assigned work.

- Reliable, consistent and timely attendance is required. Position is to follow agency policies for requesting time away from work as far in advance as possible in order to receive approval. If PTO is exhausted any unpaid time may be considered a performance issue and subject to corrective action barring extenuating circumstances approved by Clinic Managers.
- Perform all agency work with highest of ethical standards, excellent integrity and with excellent professional boundaries. Professional boundaries and general professionalism is critical for success and successful relationship building with constituents.
- Assist with the maintenance of a safe work environment for all and report any incidents or COVID violations within 24 hours or immediately.
- Support, assist and attend general Agency events, activities and functions.
- Attend any assigned trainings or meetings internal or external- represent Samaritan House positively and professionally.
- Perform other duties as directed.

## HOW TO APPLY

Samaritan House is an equal opportunity employer. Interested candidates will be required to submit a cover letter and resume to:

Samaritan House  
 Human Resources Dept  
 4031 Pacific Blvd. San Mateo, CA 94403  
 hr@samaritanhousesanmateo.com  
 FAX: (650) 294-4336

No phone calls, please! Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.

## ACKNOWLEDGMENT

Please sign below in acknowledgment you have received and understand the description of your job.

Employee signature	Date	Clinic Manager signature	Date
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Vice President of Human Resources Signature	Date
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Signed copy provided to employee