

TITLE: Medical Assistant

CLASSIFICATION: Classified

SALARY GRADE: C09

SCOPE OF POSITION:

Under general direction, performs a variety of direct and indirect health related care services. Performs administrative, clinical, and technical support services related to maintaining a medical software program. Collaborates with faculty, staff, students, and community agencies in delivery of effective mental and physical health support services. Coordinates intake procedures and referrals. Provides administrative support and coordination for scheduling, trainings, projects, and events. Assesses client needs and makes appropriate referrals. Recruits, hires, trains, schedules, supervises, and evaluates interns, student employees and some short-term, non-continuing (STNC) employees

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides reception, intake, and referral services for students seeking specialized healthcare resources, including educational interventions, and support services.
2. Oversees Electronic Health Records (HER) administration. Provides support, training, and technical assistance.
3. Provides initial support and problem solving during mental health crises and/or psychiatric emergencies involving students and staff. Collaborates with faculty and staff regarding student behavioral issues.
4. Serves as a liaison to external agencies to facilitate health care services and programs. Assists in quality assurance activities, including development and maintenance of departmental procedures.
5. Develops schedule templates and maintains provider schedules for multiple clinics using medical software program.
6. Performs outreach, promotion of health, and prevention of illness and injury. Prepares reports, memos, takes minutes, and disseminates informational packages to committee members.
7. Refers students, community members, and staff as appropriate to agencies and serves as liaison to health insurance providers.
8. Recruits, hires, trains, schedules, supervises, and evaluates interns, student employees while maintaining a confidential work environment.
9. May direct the work of short-term, non-continuing (STNC) employees in the area.

KNOWLEDGE OF:

1. Medical terminology.
2. Medical services and other community health resources.
3. General records management and office procedures in an ambulatory care clinic.

TITLE: Medical Assistant

KNOWLEDGE OF – Continued

4. Relevant local, state, and federal rules and regulations, programs, policies and procedures, including working knowledge of confidentiality regulations (e.g., FERPA, HIPAA, and mandated reporting).
5. Applicable technology usage, including standard office productivity software and other appropriate technology.

ABILITY TO:

1. Work with multi-disciplinary team to deliver basic and primary health care to individuals, including during urgent and emergency situations.
2. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
3. Communicate effectively, both orally and in writing.
4. Exercise appropriate judgement in interactions with others and with work processes.
5. Interact with the public in a helpful, courteous, and professional manner.
6. Demonstrate sensitivity to, and respect for, a diverse population.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

- High school diploma or GED
- Current and valid California Certified Medical Assistant-Administrative/Clinical and first aid/CPR certifications required.

EXPERIENCE:

2+ years of experience in a health care setting and previous experience with electronic medical records required.

OTHER REQUIREMENTS:

- Must be able to perform physical activities such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.
- Must be able to use touch, sight, and hearing in performing physical assessments.
- Must be able to work safely in an environment requiring exposure to biological conditions that may be unhealthful or hazardous.
- This classification requires that the incumbent be fully immunized against communicable diseases and documented freedom from active tuberculosis per Center for Disease Control (CDC) standards.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).