

## Berks Counseling Center – Job Description

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<b>Position Title:</b>	<b>MEDICAL ASSISTANT</b>	<b>Classification:</b>	<b>N9</b>
<b>Department:</b>	<b>MEDICAL</b>	<b>FLSA Status:</b>	<b>NON-EXEMPT</b>
<b>Accountability:</b>	<b>MEDICAL CLINIC SUPERVISOR</b>	<b>Status:</b>	<b>FULL-TIME</b>
<b>Primary Location:</b>	<b>BCC</b>	<b>Creation/Revision Date:</b>	<b>DEC 2017/NOV 2020</b>
<b>Position Has Direct Contact with Children:</b>	<b>YES</b>	<b>Position Has Driving Requirements:</b>	<b>NO</b>
<b>Remote Work Eligibility:</b>	<b>NOT ELIGIBLE</b>		

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### General Summary

This position serves as a liaison between the patients and onsite and community providers to assure access to coordinated primary and behavioral health care and is responsible for physical health screenings, including collection of health vitals and enrollment into onsite integrated care services.

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### Minimum Qualifications

Medical Assistant Degree or training and High School / GED required. Certification or training relevant to work in a medical office with experience in a mental health or substance abuse treatment setting preferred. Basic Life Support certified. Bilingual: English/Spanish preferred. Minimum of one (1) year work experience in a medical setting is preferred. Community Health Workers certification preferred. Knowledge of or experience with trauma-informed approaches preferred.

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made.

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### Knowledge, Skills, and Abilities

- Knowledge and skilled in working in multidisciplinary health teams.
  - Knowledge of routine medications often prescribed in integrated care settings.
  - Knowledge of health risk factors associated with chronic health conditions.
  - Knowledge and understanding of trauma and how it impacts others.
  - Skill in active listening and collaborative communication.
  - Verbal communication skills in both Spanish and English preferred.
  - Must be adept at supporting the health care and wellness needs of low income high risk populations.
  - Must demonstrate a commitment to the provision of compassionate, patient centered care supportive of the patient's own goals and motivated toward positive health outcomes.
  - Must possess strong computer skills, be highly organized.
  - Ability to provide culturally competent care to diverse populations.
  - Ability to effectively manage electronic health records.
  - Ability to work collaboratively as part of a multidisciplinary team to meet the physical and behavioral health needs of patient's served.
  - Ability to be flexible and adaptable to change.
  - Ability to engage in honest, transparent and respectful interactions with others.
  - Ability to act with integrity and work from a place of empathy and compassion.
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### Essential Job Functions

1. Prepares patients for the physician inclusive of taking vital signs; height and weight; reviewing and/or recording medical history; interviewing patients and confirming purpose of visit.
2. Greets patients in polite, prompt, helpful manner and provides any necessary instructions/directions.

3. Obtains and enters new patient demographics; updates patient information, as necessary, in the computer system to maintain accuracy of medical records and for billing purposes.
4. Reviews all forms for accuracy and completion according to office policies prior to accepting.
5. Educates patients by providing medication and home care instructions; explain treatment procedures, medications, diets and physicians' instructions to patients and asks for assistance from licensed staff as appropriate.
6. Collect laboratory specimens, log the specimens and prepare them for testing.
7. Answers patient calls with regard to medications or other medical needs and refers to licensed staff as needed.
8. Completes medical records by recording patient examination, treatment, and test results.
9. Keeps inventory of exam room supplies and placing and expediting orders when necessary. Verifying receipt of supplies and stocking items.
10. Submits all invoices, receipts etc. to billing department.
11. Attends staff meetings as required.
12. Conducts self in accordance with BCC employee manual.
13. Maintains strictest confidentiality; adheres to all HIPAA and OSHA guidelines/regulations.
14. Obtain prior authorization and do referrals as instructed by licensed providers.
15. Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
16. Update job knowledge by participating in educational opportunities; reading professional publications.
17. Develop an understanding of trauma and how it impacts others.
18. Incorporate trauma informed practices into job duties and responsibilities, including interactions and communications with others.
19. Be an active member of BCC's culture of caring through positive and engaging social interactions.
20. Perform related duties and responsibilities as required.

**Physical Requirements**

- SEEING: Must be able to see well enough to read reports and use computer.
- COMMUNICATING: Must be able to communicate to clients, vendors and coworkers.
- MOBILITY: Must have mobility to move about the agency. Must have mobility to move about the community.
- LIFTING/PULLING/PUSHING: Must be able to lift up to 50 pounds.
- OTHER: Must be able to write, type and use technology.

**Note:** The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of Berks Counseling Center. Berks Counseling Center is an equal opportunity employer.

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**MEDICAL ASSISTANT – Signature / Date**

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**MEDICAL CLINIC SUPERVISOR – Signature / Date**

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**PRINTED NAME**

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**PRINTED NAME**