



## ASIAN & PACIFIC ISLANDER WELLNESS CENTER

### **Medical Assistant – FTR012017**

#### **Agency Description:**

Asian & Pacific Islander Wellness Center was founded in 1987 as an all-volunteer, community-based response to the AIDS crisis in communities of color, we are based in San Francisco's Tenderloin neighborhood. The organization's mission is to transform lives by advancing health, wellness, and equality. We are committed to serving people of all races, ethnicities, sexual orientations, gender identities, & immigration statuses. We foster resilience, strength, connection, health & wellness for all communities. Our health services will always be grounded in social justice. We operate local, regional, statewide, and national programming, and collaborate with grassroots activists.

The agency's greatest assets – our Board of Directors, staff and volunteers – reflect the talents and diversity of the communities we serve; as a cornerstone of our cultural competency, our staff speak approximately 20 languages. **Our work is rooted in our core values – Client-Centeredness, Compassion, Justice, Leadership, Respect, Sex-Positivity, and Wellness** – which anchor our strategic thinking, our service delivery models, our community collaborations, and our organizational culture. In 2011, we opened the Wellness Clinic in the Tenderloin neighborhood in San Francisco to provide culturally competent, patient-centered primary care and sexual health services to the most marginalized populations. These services include free transgender health care, STD diagnosis and treatment, and HIV pre-exposure prophylaxis.

#### **Position Description:**

Medical Assistant will perform procedures under the medical director's oversight, ensure quality and efficient clinic service delivery from end-to-end, and build the clinic's administrative capacity to serve its intended population.

#### **Major Responsibilities:**

- Providing patients with a high level of clinical service, from visit preparation, visit assistance, and follow-up activities
- Schedules clinician (e.g., nursing, MA, NP and MD) volunteer time at the Clinic in advance
- Be familiar with and adhere to the Clinic Policies and Procedures relevant to their tasks
- Responsible for advising the Director of Medical Services of any change in status that would affect their ability to perform services
- Prepare patients for examination
- Collect preliminary patient data, including taking a patient history
- To maintain the confidentiality of all patients and their family
- Responsible for rooming patients, venipuncture, some urinalysis, taking vital signs to include weight, blood pressure, temperature, respiration rate, and pulse
- Duties will also include sterilizing instruments, making appointments, assisting providers during procedures, patient education and entering patient information into the medical electronic records (e.g., scribing)
- Responsible for consulting with the Director of Medical Services as needed
- Perform injections and phlebotomy
- Assist with insurance and other payer contracting
- Submit and follow through on service authorizations from payers as needed
- Oversee and implement billing and billing follow-up

- Ensure the clinic's compliance with applicable health care quality requirements
- Organize meetings and work closely with other programs in the agency to ensure the clinic is highly integrated (e.g., IT, transgender services, HIV testing, etc.)
- Keep track of meeting minutes, clinic tasks and responsibilities and ensure follow up by staff and volunteers
- Responsibilities as described in the Administrative Policies Procedures for API Wellness Center, the MA Training and Competency Checklist, and in accordance with applicable state regulations

### **Minimum Qualifications:**

- Experience as a medical assistant in a medical practice or clinic and/or certified in California as a Medical Assistant
- Experience performing phlebotomy and medication injections
- Highly organized and task-oriented
- Experience in positions with demonstrated leadership qualities
- Sensitivity to issues affecting LGBTIQ and communities of color (e.g., Asians, Pacific Islanders, Latinos/Latinas, African Americans, Native Americans).
- Strong written and verbal communication skills
- Ability to think analytically and creatively in order to solve problems
- Proficiency in Word, Excel, email

### **Preferred Qualifications:**

- Experience in working with A&PI and LBGTIQQ populations.
- A second language other than English
- Ability to work nights and weekends
- Ability to travel to multiple sites around the Bay Area

### **Location:**

- San Francisco, CA

TO APPLY: ONLY applications submitted through our online database will be considered. Please include both your cover letter and resume when prompted to insert your resume in the database here:

<https://home.eease.com/recruit/?id=15527041>

*We offer a comprehensive compensation and benefits package which includes: medical, dental and vision insurance, generous vacation, sick leave and holidays, one-month sabbatical, 403(b) with employer match, flexible work schedule, flex spending account, life insurance, long-term disability, professional development opportunities and more! (Benefits guidelines and eligibility vary based on tenure, employment status and FTE, among other factors.) Asian & Pacific Islander Wellness Center is an equal opportunity employer committed to identifying and developing the skills and leadership of people from diverse backgrounds. Asian & Pacific Islander Wellness Center does not discriminate on the basis of age, ancestry, citizenship status, color, creed, disability status, gender identity, HIV status, marital status, medical condition, genetic information, national origin, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected class.*

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*Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records*