

## **WASATCH HOMELESS HEALTH CARE, INC. dba Fourth Street Clinic**

Date: May 2017

Title/Position: Behavioral Health Medical Assistant

Supervisor: Clinic Operations Manager

Department: Medical

FSLA Status: Nonexempt

Salary Range: \$ 12.00-14.00 per hour, depending on experience

Status: Full-time

### **Organization Overview and Described Duties:**

Wasatch Homeless Health Care, Inc. (WHHC) dba Fourth Street Clinic, Salt Lake City's leading nonprofit health care provider for homeless Utahns that operates with a core staff of 50 and a volunteer network of more than 150. Annually, the health center provides services to over 5,000 homeless men, women and children with 34,000 medical, behavioral health (including substance abuse), dental services, case management and health education classes. Fourth Street Clinic has an onsite pharmacy that provided over 60,000 prescriptions.

For many Utahns experiencing homelessness, Fourth Street Clinic is their first and only opportunity at a diagnosis and on-going treatment. By increasing access to medical, dental, pharmacy and behavioral health treatment Fourth Street Clinic is a major partner in ending homelessness and promoting community health.

Fourth Street Clinic is seeking a Behavioral Health Medical Assistant (MA) to provide direct care to our patients, assist behavioral health providers as needed, and work to improve overall mental health outcomes. This job is fast-paced, rewarding, and fulfilling.

The following information is intended to be representative of the essential functions performed by incumbents in this position and is not all-inclusive. The omission of a specific task or function will not preclude it from the position if the work is similar, related or a logical extension of position responsibilities. The Behavioral Health Medical Assistant position is a 40-hour, full-time position.

### **Principal responsibilities:**

- Work cooperatively with Fourth Street Clinic providers and personnel to carry out the goals and objectives of Fourth Street Clinic, according to established policies and procedures.
- Effectively use the electronic health record to record vital signs, lab results, orders, patient care, EKGs, in house point of care testing and results, vaccines and pertinent history for clients and staff.
- Communicate significant clinical information to other health care professionals as necessary and collaborate with the full clinic staff including behavior health and medical teams.
- Communicate in a thoughtful and professional manner any needed information between staff and patients while maintaining patient confidentiality.

- Assess, evaluate and identify patient care needs and level of importance as part of the triage process. Assist in resolving identified patient problems and needs by utilizing multidisciplinary team strategies.
- Establishment of a personal rapport with patients is crucial. Behavioral health and medical teams must be able to develop a trusting relationship with Fourth Street Clinic patients.
- Attend and actively participate in Clinical Staff meetings, trainings and in-services.
- Ensure that the assigned work area is maintained, clean, stocked and safe for medical and behavioral health needs.
- Obtain medical and behavioral health information from outside facilities while representing Fourth Street Clinic in a professional manner.
- Support clinic staff with group education for patients with a variety of topics and programs including room setup and supply management.
- Maintain current CPR and Medical Assistant certifications and other duties as assigned.

**Essential Job Functions:**

- Possess cognitive skills necessary to understanding medical terminology, records and instructions.
- Ability to accurately assess patient's condition and able to communicate this assessment to clinic staff.
- Share the responsibility of training new staff, MA externs, students and volunteers.
- Capable of working quickly and efficiently under pressure.
- Work well with others to organize and run efficient clinic schedules.
- Staff must be sensitive to the needs of the homeless population, but capable of being innovative and assertive with a diverse population in a variety of situations.
- Excellent organizational skills with emphasis on accuracy, prioritization and reliability.
- General office skills: phone etiquette, basic computer skills, and filing.
- Provide input in development of clinical procedures/setting clinic goals.
- Requires exceptional customer service when interacting with all clients, staff, volunteers and community partners.

**Qualifications:**

- Possess High School diploma or equivalent.
- Possess CPR certification.
- Graduate of an accredited Medical Assistant program or equivalent training level
- Knowledge of medical terminology
- Essential technical skills: verbal communication, organization and clerical skills.
- Physical requirements: Able to lift up to 50 lb and other physical movements.
- Proficiency in Spanish highly preferred