

JOB POSTING
Certified Medical Assistant – Front Office
Primary Care Health Center
POSITION STARTS: FEBRUARY 2017

Cascade AIDS Project (CAP), the oldest and largest AIDS Service Organization (ASO) in Oregon and Southwest Washington, is committed to preventing HIV infections, supporting and empowering people living with or affected by HIV and eliminating HIV-related stigma and health disparities. Learn more about us at <http://www.cascadeaids.org/>.

CAP is excited to announce that we are hiring an experienced full-time **Certified Medical Assistant** to support providers and provide care to patients at CAP's newly created LGBTQ focused primary care health center. **This position will start in February 2017.**

Opening in 2017, the health center will offer a safe, affirming, and non-judgmental space where all members of the LGBTQ community can obtain the compassionate and culturally affirming health care they need and deserve. In addition to comprehensive primary care, we anticipate offering our regular HIV and STI testing, specialized services for the transgender community, mental health care, and an integrated pharmacy.

With this health center, CAP is expanding its mission to serve the broader LGBTQ community and is committed to removing barriers, improving access, and most importantly providing quality health care for all LGBTQ people and their families in the Portland metro region.

SCOPE OF WORK:

The Certified Medical Assistant is a multi-skilled professional who assists health care providers to deliver quality health care to the patient. The Certified Medical Assistant serves as a liaison between patients and healthcare providers, ensuring excellent patient care at all times. The Certified Medical Assistant is expected to conduct themselves with a high degree of professionalism by treating all patients and guests with respect and courtesy. This person should be educated, certified, and trained to perform both administrative and clinical skills in a medical office environment.

This full-time position reports to the Manager of Healthcare Operations and will work out of CAP's SE Belmont, Portland office. Travel throughout the county as well as evening and weekend work is occasionally required. This is a non-management, union-represented position.

REQUIRED QUALIFICATIONS:

- High school diploma or general education degree, required
- Graduate of an accredited CMA school, required
- Current CMA (AAMA) certification, and must keep certification current, required
- Current CPR certification
- Current phlebotomy certification, and experience with over 100 draws
- 2-3 years of experience working in a healthcare setting, preferably in primary care
- Experience working with an electronic health record (EHR)
- Ability to establish and maintain effective working relationships with patients, physicians, employees and the public

- Capable of handling stressful situations
- Ability to sort, read, understand, and follow oral and written instruction
- Knowledge of medical office/records procedures
- Skill in operating a computer, photocopy machine, fax and scanner
- Verbal and written fluency in English, and good spelling and punctuation to type simple correspondence
- Ability to create a trustworthy and comfortable environment for all patients
- Communicate in a calm, respectful, orderly, non-threatening manner
- Use proper pronouns when addressing patients
- Maintain an outgoing, friendly attitude with patients and staff even under pressure
- Ability to work with interruptions and to manage multiple priorities
- Ability to write legibly and work well with numbers
- Ability to work independently with accountability; exercise good judgement and discretion
- Strong organizational skills and time management skills
- Ability to communicate effectively with patients who have special needs
- Demonstrated computer and keyboard proficiency using Microsoft Office software (Word, Excel, and Outlook) and working knowledge of the Internet
- Ability to manage a multi-line telephone system
- High degree of accuracy and attention to detail
- Demonstrated problem-solving skills

PREFERRED QUALIFICATIONS:

- Experience working in human services
- Experience working with the LGBTQ population
- Experience working with the HIV/AIDS population
- Verbal and written fluency in Spanish
- Experience working with Epic (EHR)
- Successful experience working with ethnic, racial, economic and sexually diverse populations

ESSENTIAL JOB FUNCTIONS:

- Front office coordination
- Greet patients, visitors, and vendors
- Check-in patients
- Obtain and accurately enter into the EHR patient demographics, insurance information, and registration
- Ensure consent to bill and treat is signed
- Ensure HIPAA Notice of Privacy Practices is given
- Check-out patients and schedule follow-up appointments as ordered
- Put together and send out new patient packets
- Cross train with the back office Medical Assistant
- Administer vaccinations, injections, medications, and treatments under the orders of a medical provider and within the scope of practice of a Certified Medical Assistant.
- Ensure new patient paperwork is filled out completely before handing it off to the MA
- Process incoming referrals
- Schedule patients

- Triage and return patient messages
- Compose appropriate, legal, and ethical documentation at all times in the EHR
- Practice OSHA safety standards
- Must adhere to HIPAA confidentiality standards at all times
- Excellent written and oral communication skills
- Maintain regular and predictable attendance
- Participate in staff meetings and professional development activities
- Maintains professional conduct at all times, promotes staff harmony, and teamwork
- Other duties as assigned

Compensation: \$17.00 per hour - \$18.00 per hour, depending on education and experience; employer-paid health, dental, vision, short-term and long-term disability and life insurance; 401(k) retirement plan with generous employer matching contribution, 125C cafeteria savings plan; generous vacation and health leave benefits.

NOTE: This is a union represented position.

Closing Date: Applications will be reviewed on a continuing basis. Applications will continue being accepted until the position is filled. This position will start in February 2017.

To apply for this position, mail, email, fax, or deliver the following documents:

- 1) A complete cover letter and resume (attached as Word or pdf) that explicitly addresses how you meet all of the required qualifications.
- 2) A completed CAP Employment application (available at <http://www.cascadeaids.org/about/careers/>) to:

Cascade AIDS Project
Certified Medical Assistant – Front Office
520 NW Davis St., Suite 215
Portland, Oregon 97209

Fax: 503-223-6437

Or by email to:
jobs@cascadeaids.org

**Cascade AIDS Project is an Equal Employment Opportunity/Affirmative Action Employer
People of color, women, LGBTQ individuals and people living with HIV are strongly encouraged to apply**

