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| **Job Title** | Medical Assistant |  | **Job Purpose** |
| **Department** | Medical Care Center |  | The Medical Assistant is responsible for providing administrative support to ensure efficient operation of the YUGM Medical Care Center, supporting the Medical Director, Clinic Director, clinicians and patients through a variety of tasks related to patient care management, organization and communication. |
| **Location** | 1300 N 1st St Yakima, WA 98901 |  |
| **Reports to** | Clinic Director |  |
| **Classification** | Non-exempt |  |
| **Salary Grade** | G |  |

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| **Union Gospel Mission Purpose, Vision, and Value Statement** |
| Our mission is to follow Christ in helping people move from homelessness to wholeness, so that every homeless person in Yakima County has the opportunity for permanent life transformation in Jesus Christ. All Mission programs and services are based on Christian values and a commitment to quality. Clients are our primary focus; love, professionalism, and outcomes are our core values. Relationships are the context, the engine, and the reward of the change we exist to produce.  |

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| **Essential Personal Qualities** |
| To perform the job successfully, an individual should demonstrate the following qualities:**LOVE*** Improves the reputation of Christ by personal interactions with others
* Remains relationally available, present, and authentic in all contexts
* Demonstrates genuine and sacrificial care for the wellbeing of others
* Pursues God personally, relationally, emotionally, and intellectually

**PROFESSIONALISM*** Is consistently at work and on time, arrives at meetings and appointments on time.
* Meets deadlines and fulfills commitments with thorough follow-through.
* Proactively measures work to ensure learning, improvement and success.
* Communicates effectively in written form.

**LEADERSHIP*** Constantly pursues growth, learning, and improvement
* Thinks creatively, strategically, and spiritually
* Regularly sought by others for input and value
* Maintains mission-clarity and a godly example under stress
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| **Duties and Responsibilities** |
| **Culture Work*** Establish professional, caring, strengths-based relationships built on truth, respect, encouragement, and trust.
* Maintain a high level of integrity in modeling and promoting the Mission’s Christian culture, core values, policies, and procedures.

**Team Work*** Instructing, training, and coaching each person you work with is an instrumental part of the role.
* Able to communicate well with others including guests, donors, staff, and volunteers.
* Work well in a collaborative, team environment, and with volunteers.

**Direct Work*** Taking medical histories.
* Explaining treatment procedures to patients.
* Preparing patients for examination.
* Assisting the clinicians during exams.
* Collecting and preparing laboratory specimens.
* Performing basic laboratory tests.
* Preparing and administering medications as directed by a physician.
* Administering electrocardiograms.
* Wound care including removing sutures and changing dressings.
* Answering telephones.
* Welcoming patients.
* Updating patient medical records.
* Scheduling appointments.
* Clinic organizing and managing donations.
* Managing volunteers on site throughout the clinic day.
* Assisting in organizing volunteers and onboarding.
* Assisting in formalizing clinic policies, creating documents.
* Sorting mail and faxed information and entering patient information into EMR.
* Assisting in ordering clinic medications and supplies.
* Patient triage (determining what practitioner would need to see each patient, appropriate practitioner scheduling).
* Placing medical referrals.
* Assistance in student volunteer management.
* Other duties as assigned.
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| **Direct Reports** |
| * Reports directly to MCC Clinic Director.
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| **Qualifications** |
| * Medical Assistant Certification.
* Proficiency in Spanish preferred.
* Interest in and the ability to understand and relate to low-income populations.
* Work well in a collaborative, team environment, and with volunteers.
* Good communication and problem-solving skills.
* Empathy and compassion toward patient needs.
* Understanding and ability to apply principles and rules of confidentiality.
* Ability to pay close attention to details.
* General computer proficiency as well as proficiency operating electronic medical records.
* Has good written and verbal communication skills.
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| **Working Conditions** |
| The primary duties of this position are performed in a variety of environmental extremes. The noise level in the environment is usually moderate but will have occasional noise extremes.  |

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| **Physical Requirements** |
| **Daily Physical Demands*** See and hear (vision 20/25 or better with correction), Hearing (20% or less loss.)
* Speak English clearly and fluently
* Walk from one location to another
* Able to walk, climb, balance, stoop, reach with hands and arms, use hands and finger to handle or feel for extended periods of time (up to 1 hour or more.)
* Lift up to 50 lbs. and with assistance much larger weights.
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| **Staff Signature:** |  |
| **Print Staff Name:** |  |
| **Supervisor Signature:** |  |
| **Print Supervisor Name:** |  |
| **Date:**  |  |