



## Job Description

**Job Title:** Medical Assistant

**Department:** PMC

**Reports to:** Nurse Manager

**Effective Date:** 6/4/24

**Classification:** Full-time, Hourly

**Hours per week:** 40hrs. (9am – 5pm; Monday thru Friday)

### Duties/Responsibilities:

Client services:

- Meet with clients for pregnancy testing, peer counseling, gift basket/diaper assistance appointments, and STI testing.
- Conduct client follow up protocols.
- Chaperone as needed for ultrasounds.
- Participate in all Client Advocate in-service training.
- Attend training at referral agencies and community partners as needed.
- Train volunteers as needed in conjunction with your supervisor.
- Manage and maintain Diaper Assistance program.

Center Support:

- Front desk support (scan, shred, answer phones, respond to web requests and update the web request log, schedule appointments, reply to emails, check voicemails, and hospitality duties).
- Close facility following protocols as needed.
- Other duties and projects as assigned.
- Stock bathrooms with supplies as needed.

STI Testing and Treatment

- Ability to obtain and process STI urine specimens.
- Schedule follow up appointments for STI clients with NP/Physician.
- Track lab results and upload into client file.
- Maintain specific STI and lab supplies.
- Notify Health Department or other Health Services organizations regarding positive test results and any pertinent follow up or treatment, if RN not available.

### Required Skills/Abilities:

General Requirements:

- Check work email account daily and provide a timely response to requests.
- Participate in regular and special staff meetings and prayer times.
- Prepare reports on ministry results as directed.
- Under the direction of your supervisor, develop position goals that will work to accomplish the mission of Hands of Hope Tucson. Meet regularly with your supervisor to track progress on goals.



- Participate in annual position review which will include updating job descriptions and developing new goals.
- Cross train another staff member on essential tasks for times of absence.
- Adhere to Hands of Hope Tucson policies and procedures.
- Interact ethically, professionally, and respectfully with all clients and co-workers.
- Dependable and committed to the ministry. Able to keep information confidential.
- Ability to work under pressure and remain calm. Ask for help when needed.
- Friendly, warm and a team player.

**Skills:**

- Excellent communication skills (written and verbal).
- Proficient in: Microsoft Word, Excel, and Google programs. Data base experience preferred.
- Organized with a proactive approach to work.
- Healthy interpersonal communication skills
- Bi-lingual (English/Spanish) fluency preferred.

**Other requirements:**

- In full agreement with the Hands of Hope Tucson Statement of Faith, Statement of Principle, and Statement of Marriage, Gender & Sexuality.
- In full agreement with the Hands of Hope Tucson mission and vision.
- Demonstrated passion for Jesus Christ and pro-life ministry.
- Professional dress and manner.
- Transportation required.

**Education and Experience: *(specify required versus preferred education and experience requirements)***

- High School diploma (or GED) required.
- Current Medical Assistant Certification with one to two years' experience in the medical field.
- Healthcare Provider CPR Certification.
- Experience working with clients in one-to-one situations preferred.
- Experience in Christian ministry or non-profit organization preferred.

**Physical Requirements:**

- Physical: able to lift 30 pounds