



Position: Medical Assistant/Phlebotomist
Department: Health Services

Reports To: Clinic Manager

Status: Non-Exempt/Full Time

Pay Scale: \$ 27 - \$ 30 an hour, based on experience

Probation: 90 days

JOB SUMMARY:

Under the supervision of the Clinic Manager, the Medical Assistant supports the health services team at The LGBTQ Center Long Beach by preparing supplies, providing direct patient care, coordinating clinic flow, promoting continuity of care, and serving as a liaison between patients and providers. This role is part of a multidisciplinary team delivering comprehensive care to the community.

Primary Duties and Responsibilities:

Administrative Responsibilities

- As needed, participate in team/department, interdisciplinary and staff meetings.
- As needed, participate in community outreach and engagement events.
- Create, maintain, and review patient records in the electronic health record system and internal database system.
- Confirm daily, weekly, and monthly program totals and metrics.
- As needed, assist with the creation of reports that include program data and narratives.
- Maintain and review internal records of all health services patients accessing services.
- Monitor inventory of lab supplies and testing kits.
- Collaborate with the Clinic Manager to maintain facility and clinic licenses and protocols up to date and current.
- Other administrative duties as assigned.

Clinic operations Responsibilities

- Serves as part of a multidisciplinary care team to provide a range of patient care services.
- Works in collaboration with Medical Providers and other Health Services staff to maintain an effective and efficient program.
- Facilitates patient access to healthcare.
- Assures that the examination rooms are always clean and properly stocked with up-to-date equipment, non-expired supplies, disposable exam materials, and ensures that each exam room is set up in the same way.
- Prepares the EMR prior to each visit and assures that all test results are available for review by the clinician with each visit.
- Prepares the patient for the clinical visit including taking vital signs, preparing necessary instruments, equipment, etc. as needed for the visit.
- Orders and administers vaccines following clinic protocols, places skin tests,

and performs laboratory functions including processing as directed by licensed clinical staff.

- Within MA scope of practice, administers treatments and services as ordered by Medical Provider.
- Collect specimens for HIV/STI screening, and coordinate processing for lab pick up.
- Provide rapid HIV/STI testing, education, and counseling.
- Provide sexual health education and counseling regarding HIV/STI infection, transmission, prevention, and testing.
- Coordinate with the Nurse Practitioner to schedule follow-up STI screening, treatment, and additional follow up testing with all applicable patients.
- Conduct blood draws and monitors required labs for all primary care patients.
- Prepare laboratory requisitions and additional laboratory materials, including specimen containers, forms, and scheduling lab pick-up.
- Assist in the preparation and disclosure of test results.
- Assist the Medical Provider with medical examinations, consultations, treatment documentation, and patient-delivered partner therapy (PDPT).
- Maintains complete and accurate files documenting all care and services provided in the patient's health record.
- Monitors clinic refrigerators and maintains temperature logs; notifies supervisor of any out-of-range temperatures.
- Interacts in a professional manner with health services staff and patients.
- Exercises appropriate judgment and decision-making skills.
- Uses standard office machinery including personal computers and printers in performance of duties.
- Assists in data auditing tasks.
- Complies with requirements of OSHA, HIPAA, and other applicable regulations.

General Responsibilities

- Participate in team, department, interdisciplinary meetings, events, fund-raising events, or other functions as needed.
- Perform other reasonable duties as necessary or assigned.

Desired Qualifications, Experience and Skills

- Bilingual/fluent (can read, write, and speak) in English and Spanish.
- Has a current and valid certification from State or LA County as HIV Counselor and completed Basic I and Basic II courses.
- Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration status, and physical abilities in a multicultural environment.
- Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people.

- A passion for the Center's work and its mission to make the world a better place for LGBTQ people.
- Minimum 2 years of experience in direct patient care; preferably in an ambulatory care setting.
- Medical Assistant certification/diploma and Phlebotomy certification from approved training program required.
- American Heart Association Basic Life Support (BLS) Certification required or willingness to obtain within 30 days of hire
- Basic knowledge of infectious diseases.
- Basic knowledge of care coordination and navigation throughout the managed care process.
- Excellent verbal and written communication skills, including strong organizational, detail, and interpersonal skills.
- Excellent computer skills and knowledge of Microsoft Office, word processing, Electronic Health Records, and other software systems.
- Ability to be self-motivated and dedicated to initiating and completing complex tasks.
- Ability to handle multiple tasks, be detail oriented, and maintain strict confidentiality of medical information.
- Able to work well independently with minimum supervision.
- At least one (1) year of progressive professional experience working in HIV/STI education or counseling setting.
- Ability to pass an FBI background check.
- Flexibility to work evenings and weekends as needed.
- Access to reliable transportation, a valid driver's license, and a driving record that meets The Center's liability insurance requirements.
- Proficient in computer applications, including email, Microsoft Office Suite (Word, Excel, PowerPoint), and other software/tools relevant to program operations and reporting.

Compensation

- The hourly rate for this position is \$25~30/hour, based on experience.
- Other benefits include (medical, vision, dental, paid sick time, vacation, holidays, 401K with employer contribution)
- Optional benefits include (critical life/illness and legal insurance)

The LGBTQ Center Long Beach is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, or any other protected status.

This job description is intended to provide a general overview of the position and is not an exhaustive list of all duties and responsibilities. Employment is at-will, and either the employer or employee may terminate the employment relationship at any time, with or without cause or notice.

We are committed to providing reasonable accommodations for individuals with disabilities. If you require an accommodation during the application process, please let us know.

How to Apply

Visit our website at www.centerlb.org/about-us/careers to complete the application form. Please submit your cover letter, resume, and three professional references to Rebecca Ruiz, Clinic Manager, at r Ruiz@centerlb.org.

ONE IN LONG BEACH, INC
dba THE LGBTQ CENTER LONG BEACH
EMPLOYMENT APPLICATION



The LGBTQ Center Long Beach (The Center) is an Equal Opportunity Employer and does not discriminate, exclude, or otherwise deny employment and/or advancement opportunities to any qualified candidate based on age, ancestry, color, disability/handicap, gender, gender identity/ expression, national origin, place of birth, race, religion, sex, sexual orientation, and/or any other characteristic(s) protected under local, state, or federal laws in any of its employment practices and activities. All employment decisions shall be made without regard to any of these characteristics.

INSTRUCTIONS:

Please complete all fields. Incomplete information could disqualify you from consideration. Please submit a cover letter, resume, and this application and email to **Rebecca Ruiz, Clinic Manager, at rruiz@centerlb.org**.

PART I: CANDIDATE'S INFORMATION

| | | | |
|----------|--------|----------------------|--|
| Name: | | Date: | |
| | | Pronouns (Optional): | |
| Address: | | | |
| City: | State: | Zip code: | |
| Phone: | | Email: | |

PART II: PREVIOUS EMPLOYMENT WITH THE CENTER

| | | | | |
|--|-------|-----|------------------------------|-----------------------------|
| Have you ever been employed by The Center? | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| DATE(S): | FROM: | TO: | | |
| WHAT WAS YOUR ROLE? | | | | |
| WHO WAS YOUR STAFF SUPERVISOR? | | | | |

PART III: PREVIOUS VOLUNTEER EXPERIENCE WITH THE CENTER

| | | | | |
|--|-----------------------------------|-------|------------------------------|-----------------------------|
| Have you ever volunteered at The Center? | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| DATE(S): | <input type="checkbox"/> One time | FROM: | TO: | |
| WHAT WAS YOUR ROLE? | | | | |
| WHO WAS YOUR STAFF SUPERVISOR? | | | | |

| PART IV: SERVICES FROM THE CENTER | | | |
|---|-----------------------------------|-------|--|
| Have you ever received any services at/from The Center? | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| DATE(S): | <input type="checkbox"/> One time | FROM: | TO: |

| PART V: AVAILABILITY | | | | | | |
|---|--------|------------------------------------|---|----------|--------|--|
| For which position are you applying? | | | | | | |
| What type of work are you seeking? | | <input type="checkbox"/> Full time | <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary | | | |
| On what date can you start? | | | | | | |
| Please use the spaces below to write which days and hours you are available for work. | | | | | | |
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| AM | AM | AM | AM | AM | AM | AM |
| PM | PM | PM | PM | PM | PM | PM |
| If needed, can you work overtime? | | | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |

| PART VI: EDUCATION | | | | |
|--|------------|-----------------|-----------------|----------------|
| Please circle the highest grade completed: 7 8 9 10 11 12 13 14 15 16+ | | | | |
| Institution's Name | City/State | Years Completed | Graduation Date | Diploma/Degree |
| | | | | |
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| PART VII: JOB RELATED SKILLS | | | | |
|--|--|--|------------------------------|-----------------------------|
| Language skills: Are you fluent (speak, write, read) in any other language other than English? <i>If so, please describe below.</i> | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| | | | | |
| Please list any other skills, licenses, or certificates that may be job related or that you feel would be of value to this job and The Center. | | | | |
| Have you read the job description? | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Do you understand the requirements of the job? | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

| PART VIII: EMPLOYMENT HISTORY | | | | | |
|--|--|--------------------------|-------------------|------------------------------|-----------------------------|
| <input type="checkbox"/> I am still working for this employer | | May we contact employer? | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Employer's Name | | | | | |
| City/State | | | | Phone | |
| Position/Job Title | | | Supervisor's Name | | |
| Dates of Employment | | From: | | | To: |
| Duties/Responsibilities | | | | | |
| Reason for leaving | | | | | |

| | | | | |
|-------------------------|-------|-------------------|-------|--|
| Employer's Name | | | | |
| City/State | | | Phone | |
| Position/Job Title | | Supervisor's Name | | |
| Dates of Employment | From: | | To: | |
| Duties/Responsibilities | | | | |
| Reason for leaving | | | | |

| | | | | |
|-------------------------|-------|-------------------|-------|--|
| Employer's Name | | | | |
| City/State | | | Phone | |
| Position/Job Title | | Supervisor's Name | | |
| Dates of Employment | From: | | To: | |
| Duties/Responsibilities | | | | |
| Reason for leaving | | | | |

| PART IX: PROFESSIONAL REFERENCES | |
|---|--------------|
| Name | Relationship |
| Email | Phone |
| | |
| Name | Relationship |
| Email | Phone |
| | |
| Name | Relationship |
| Email | Phone |

ACKNOWLEDGMENT

PLEASE READ CAREFULLY BEFORE SIGNING

I understand that neither the completion of this application nor any other part of my consideration for employment establishes any obligation for The Center to hire me. If I am hired, I understand that either The Center or I can terminate my employment at any time and for any reason, with or without prior notice. I understand that no representative of The Center has the authority to make any assurance to the contrary.

I attest with my signature below that I have given The Center true and complete information on this application. No requested information has been concealed. I authorize The Center to contact references provided for employment reference checks. If any information I have provided is untrue, or if I have concealed material information, I understand that this will constitute cause for denial of employment or immediate dismissal.

Signature _____

Date _____