

# KAIROS

The moment when change is possible

Administrative Offices  
715 S.W. Ramsey Ave., Grants Pass, OR 97527  
(541) 956-4943 Fax (541) 956-5463

## JOB DESCRIPTION

<b>Job Title:</b>	Medical Assistant – Jackson Services
<b>Range:</b>	C5
<b>Program:</b>	Jackson Services
<b>Supervisor:</b>	Program Manager
<b>FLSA Status:</b>	Non-Exempt
<b>Degree of Supervision:</b>	Formal supervisory sessions scheduled bi-weekly or as needed
<b>Positions Supervised:</b>	None
<b>Primary Purpose:</b>	This position is responsible for performing routine administrative and clinical tasks. Additionally, this position is responsible for Organizing the day to day operations of psychiatric services.

**EDUCATION AND EXPERIENCE:** High School Diploma Or Equivalent Plus Certified Nursing Assistant, Certified Medication Aide Preferred. Experience with and knowledge of psychiatric medication, vital signs, infection control and emergency preparedness preferred. Requires analytical thinking and ability to work independently; knowledge of medical terminology; interpersonal communication and human relations skills are essential, along with an ability to prioritize and evaluate agency needs.

### **Minimum Qualifications:**

1. Provide proof of current, valid Oregon Driver's License (or if out-of-state will obtain Oregon license within 30 days), comprehensive automobile insurance (if applicable) and a safe driving record (minimum of 3 yrs.) to use company or personal vehicle for required duties.
2. Successfully pass a Criminal Background Check and Medicaid Fraud Check.
3. Obtain and maintain current Therapeutic Crisis Intervention (TCI) Certification and demonstrate proficiency in TCI Certification procedures.
4. Obtain and maintain current First Aid and Cardiopulmonary Resuscitation (CPR) certification and Food Handlers Card.
5. Obtain and maintain National Provider Identifier (NPI) number and credentialing application process.

### **Essential Duties, Responsibilities and Core competencies:**

- A. Coordinate psychiatric services for youth, young adults and families.
- B. Establish rapport by demonstrating and maintaining clear, consistent, appropriate, and therapeutic boundaries.

# KAIROS

The moment when change is possible

- C. Obtain vital sign measurements (temperature, pulse rate, blood pressure, etc.), weight, and height for each psychiatric service appointment.
- D. Actively supervise and interact with youth and young adults in the office.
- E. Demonstrate knowledge of and be able to efficiently access community resources, support services and referral systems.
- F. Demonstrate effective verbal intervention skills in de-escalating youth and young adults and an ability to safely navigate crisis situations.
- G. Concisely and thoroughly document daily clinical and/or administrative information.
- H. Request all pertinent health information documentation prior to initial psychiatric appointments and work with treatment team to ensure plans for health and safety as needed.
- I. Answer incoming psychiatric services' telephone calls.
- J. Schedule psychiatric service appointments with youth and families.
- K. Coordinate refill requests from pharmacies.
- L. Organize GoTo Meeting appointments for telemedicine providers.
- M. Maintain communication avenues with essential individuals regarding client needs and service plans.
- N. Communicate medical issues as needed to staff in a timely manner.
- O. Collaborate and develop quality improvement efforts with other in developing policies and/or procedures related to health care/safety issues.
- P. Act as liaison between the youth/family and the prescriber.
- Q. Enter provider transcription into Tier as needed.
- R. Abide by ethical codes, mission, values, and professional standards, including confidentiality.
- S. Actively utilize, reference, and follow agency policies, procedures, and guidelines.
- T. Present a positive attitude, professional demeanor and demonstrated respect with youth and young adults, families, staff, visitors, and community partners.
- U. Perform all work tasks in a proper and safe manner per established policies, procedures and guidelines to prevent unnecessary injury, time loss and agency expense.
- V. Comply with all federal, state and agency health and safety reporting requirements.

## **Other Duties:**

- A. Perform other related work as assigned.
- B. Attend trainings and meetings as assigned. May be appointed to committees.

## **Attendance:**

- A. Maintain prompt and regular attendance in accordance with company policy.
- B. Ability to be flexible and adjust schedule as necessary to fit program needs and meet the needs of youth and their families.

**Physical Demands:** The physical demands described here are representative of those that must be met by the staff person to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

# KAIROS

The moment when change is possible

While performing the duties of this job, the staff person is regularly required to use hands to type, handle, reach with hands and arms; talk or hear. The staff person frequently is required to stand and walk. The staff person is occasionally required to sit, stoop, kneel, crouch or crawl.

The staff person must frequently lift and or move up to 10 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required for this job include close vision, distance vision, and depth perception and operating a motor vehicle.

While performing the duties of this job, the staff person is frequently exposed to loud noises, outside weather conditions such as heat, cold and humidity. The staff person is occasionally exposed to chemical solutions and body fluids.

**Hazardous Conditions:** Risk of verbal and physical threats and harm from clients. Possible exposure to air and Bloodborne Pathogens.

**Equipment Used:** May include general office equipment, such as computer, telephone, agency or personal vehicle, general cleaning supplies, and kitchen utensils/supplies.

**Travel:** Travel is expected for required trainings.

## **Other Responsibilities:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Duties, responsibilities and activities may change at any time with or without notice.

Staff signature below constitutes staff's understanding of the requirements, essential functions and duties of the position.

Staff signature: \_\_\_\_\_ Date \_\_\_\_\_