

Erie County Health Department
Erie County Community Health Center
Job Posting #2024-82
Equal Opportunity Employer

Position: Medical Assistant
Kaptur-Rogowski House

Division: Behavioral Health

Contact Person: Kari Swenson, Human Resources

Salary: Commensurate with experience (Pay Range: \$17.00 to \$20.00)

Working Hours: Part Time. 12-hour shifts. 24-hour facility open 7 days per week.
Evenings, weekends, holidays & mandatory on call will be required and is based on Agency need and emergent issues.

Posting Opens: Wednesday, October 9, 2024

Posting Closes: Tuesday, December 31, 2024, at 4:30 p.m. or until filled

Qualifications

- High school graduate or GED. Must have successfully completed the training and testing requirements for medical assistant or state-test nursing assistant (STNA).
- Nonviolent Crisis Intervention (NCI) Training within 60 days of hire.
- Certified health care provider CPR.
- Valid Ohio driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.
- National Incident Management System (NIMS)/Incident Command System (ICS) 100.c, 700.b, and 200.c certifications within one month of employment.

Major Responsibilities

Promotes and supports behavioral health by providing a variety of support services such as providing Agency specific information to clients within the Kaptur-Rogowski House temporary crisis facility; answering phones and establishing and maintaining data files; initiates patient centered medical home (PCMH) and patient referral systems of care; drafting and editing documents such as correspondence and client records; and assist nursing and management staff in the delivery of behavioral health services within the unit.

Essential Functions

Under general supervision of RN Supervisor and/or as part of the Behavioral Health team, performs the following functions within the framework of the Erie County Health Department and the Erie County Community Health Center's provision of the core functions and essential services of public health:

- Assists in maintaining timely and efficient patient flow through notification of the behavioral health team.
- Respond to and/or de-escalate patients in crisis.
- Identifies patient flow bottlenecks and obtains staff to resolve.
- Assists behavioral health nurses in organizing behavioral health equipment and maintaining a clean and neat environment.
- Performs inventories and orders supplies.
- Restocks and organizes supplies and behavioral health exam room supplies.
- Participates in behavioral health services/team meetings, and conferences with the other behavioral health team members.
- Disinfects exam room following each patient use.
- Maintaining cleanliness and organization of patient exam rooms, waiting area, clean daily utility areas and restrooms.
- Checks expiration dates of all behavioral health supplies weekly and removes expired supplies.
- Rotates inventory to utilize supplies prior to expiration date.
- Enters information into computerized laboratory management system according to clinician orders.
- Distributes laboratory results to ordering clinician and reconciles results with order requisitions.
- Cleans instruments and prepares instruments for sterilization.

- Sterilizes instruments and performs weekly spore testing of autoclave.
- Faxes information as directed by the behavioral health staff and clinicians.
- Operates and maintains health care equipment.
- Assists the behavioral health nurses with assigned specific tasks and procedures.
- Participates in special projects as directed by the Director of Integrated Community Services or Kaptur-Rogowski House RN Supervisor.
- Assists with training and orientation of new employees.
- Assists with laundry services for bedding and client apparel.
- Assist nurses with obtaining and documenting vital signs and reports any abnormal findings to nursing staff.
- Greets and directs clients to the appropriate office within the Agency.
- May modify and update desk procedures that relate to assigned work.
- Shares responsibility for proper maintenance and operation of office machines.
- Obtains and completes appropriate patient forms, ensures patient confidentiality, and maintains orderly medical records. Follows established public health medical records policies and procedures as well as the State and Federal laws that govern the release of health care information.
- Duplicates, collates, scans, assembles, and files materials as requested.
- Maintains paper filing system for Behavioral Health division.
- Relates public health science skills to the Core Public Health Functions and Ten Essential Services of Public Health.
- Provides public health information and data with individuals, community groups, other agencies, internal customers, and the general public about physical, behavioral, environmental, social, economic and other issues affecting the public's health.
- With general supervision, manages projects that support public health interventions.
- Adheres to Occupational Safety and Health Administration standards relevant to job duties, such as exposure to bloodborne pathogens.
- Must follow all safety policies and procedures to ensure an accident-free workplace.
- Assists with programs' compliance with state and federal regulations and standards of care and practice.
- Provides support to Agency activities related to development and implementation of community health assessment, planning, program, and policy development and implementation activities.
- Adheres to ethical principles in the collection, maintenance, use, and dissemination of data and information.
- Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.
- Collaborates in the development of and provides technical and administrative support to Agency's quality improvement performance management, and evaluation activities.
- Answers telephones; screens calls, responds to inquiries and/or refers callers to appropriate agencies or divisions.
- Under general supervision, compose, draft, type and/or word process, proofread and edit documents, contracts, and/or correspondence to ensure these conform to the appropriate use of the English language and established procedures.
- Process mail and email by attaching related correspondence or information before forwarding, responding to mail when appropriate; respond to mail that can be handled personally; identify priority and/or time-sensitive matters; and maintain security and confidentiality.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles, and physical abilities.
- Adheres to ethical principles and Erie County Health Department policy in the collection, maintenance, use and dissemination of data and information.
- Participates in new staff orientation and public health experience of nursing students.
- Performs all support activities related to Behavioral Health Division and/or program purchasing according to Agency policies and procedures.
- Perform accurate numerical calculation.
- Identifies funding opportunities and new program areas to match Agency priorities using research tools.
- Participates in self-directed education to keep skills and knowledge current.
- Performs public health emergency response duties as assigned and consistent with job classification and training provided, in response to threats to the public's health.
- Participates in Agency and community emergency response training and drills in support of disaster preparedness consistent with job classification.
- This position will be responsible for using quality improvement (QI) and performance management (PM) processes and/or techniques to improve the effectiveness of the public health programs. This includes, but is not limited to: creating, implementing, and evaluating performance standards and identifying, implementing, and assessing program quality improvement processes.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups, and contributing to a work environment where continual improvements in practice are pursued.
- Performs other duties as assigned consistent with job classification.
- Greets visitors and patients in a friendly, competent, professional, and informed manner.

- Eases any concerns or distress patients may exhibit during the intake process.
- Responds to questions with timely, accurate and complete information.
- Answers and redirects incoming calls as appropriate.
- Follows all regulations and requirements pertaining to public health, federally qualified health center (FQHC), and Agency policies toward the workplace.

Special Requirements

- Responds with flexibility to changing needs.
- Manages multiple tasks and deadlines.
- Supports and promotes the Agency's vision, mission, and core values.
- Knowledge of the core functions and essential services of public health.
- Knowledge of basic interviewing skills.
- Knowledge of the community and its resources.
- Recognizes unusual or threatening conditions and takes appropriate emergency action.
- Knowledge of general office principles and practices.
- Knowledge of software applications relative to the position assignment.
- Knowledge of various computer programs (NextGen, Excel, Impact SIIIS, etc.).
- Knowledge of basic accounting and mathematics.
- Knowledge of proper English grammar, usage, and spelling.
- Knowledge of action tracking on specific work assignments or other items related to work position.
- Knowledge of government structure and process.
- Reads and comprehends medical terminology, manuals, and records.
- Ability to keep accurate reports and records.
- Organizational skills.
- Requires a self-starter with the ability to work both independently and as a team member in a professional environment.
- Good natured with a positive attitude; able to perform under pressure.
- Ability to interact effectively and in a supportive manner with patients, stakeholders, and public peers.
- Always courteous and respectful regardless of race, creed, family and/or economic situation.
- Bilingual language skills a plus.
- Ability to use good judgment and persistence in overcoming challenges, addressing conflicts, and solving problems.
- Effective oral and written communication skills, including phone skills and etiquette.
- Attention to detail, and adherence to established policies and procedures required.
- A problem solver, with the ability to organize and prioritize responsibilities.
- Is flexible, and able to embrace and implement change.
- Touch typing/keyboarding and touch ten-key; both with speed and accuracy.
- Working knowledge of Windows personal computer, Microsoft Word, and Excel.
- Knowledge and understanding of Patient Centered Medical Homes (PCMH) process.
- Knowledge and understanding of public health accreditation process.
- Criminal background verification required.
- Ability to time budget in areas of workforce development and Agency duties.

Due to the need for all Health Department personnel to respond to public health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:

- Engage in the following movements: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling, and writing and repetitive motions.
- Must be able to be fitted and wear NIOSH 95 mask. (Requires the elimination of facial hair/beard.)
- Exert up to 50 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Hearing ability sufficient to communicate with others effectively in person and over the phone.
- Ability to hear and respond to internal or external emergency or evacuation alarms.
- Visual ability must be sufficient to read typewritten documents, computer screen and drive a car.

If unable to demonstrate these abilities based upon a standardized, objective assessment performed by external occupational health professionals, all reasonable accommodations will be made, in compliance with the Americans with Disabilities Act and any other applicable Federal and Ohio law.

Working Conditions

- General office settings in health department facilities, as well as occasionally in community sites including clients' homes and workplaces.
- Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, vibration, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from off-site locations may subject worker to increased risk of driving hazards. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals, and animals.
- In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging atypical or hostile behaviors and/or communication.
- May include alternate sites, temporary locations and/or multiple locations depending on the public health emergency.

Equipment Used

Including, but not limited to computer, fax, copier, scanner, calculator, multi-line telephone, cell phone, camera, video recorder, public health and medical equipment and supplies related to duties, and personal vehicle.

Bloodborne Pathogen Risk Code: None Low Medium High

Qualified Applicants

Qualified applicants should visit www.eriecohealthohio.com where current job postings can be viewed, and an application is available to complete. A completed Erie County Health Department employment application must be date/time stamped in the Human Resources Office prior to 4:30 p.m. December 31, 2024. EOE/AA/ADA

Approved for Content & Posting

Peter T. Schade MAH, REHS

Erie County Health Commissioner

Date

10-9-2024