



Job Description

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| Position Title: | Medical Assistant |
| Reports to: | Program Manager |
| Primary Location: | Kids' Harbor, Inc.-St. Robert, MO |
| Designation: | Part Time |

General Summary

The Medical Assistant position is responsible for the maintenance of medical records; assisting the medical provider with examination room preparation, clean-up, processing of labs, ensuring the examination room is stocked, assist with evidence collection, and various other duties as needed; managing records requests; and providing multidiscipline team support. This position is also responsible for being cross-trained to provide back-up to the Office Manager position.

The medical assistant provides basic routine medical information within their scope of required professional training, certification, and/or education. These duties/tasks center around the patient by assisting them in all activities. Support, and information to the child and non-offending caregiver. The medical assistant coordinates appropriate referrals for follow-up or additional services as needed.

Specific Responsibilities

- Manage record requests/subpoenas from community partners and other attorneys. Ensure policies and procedures, standard operating procedures, and National Children's Alliance standards are followed and appropriate court orders are obtained prior to release of records as needed.
- Maintain supervision and maintenance of all medical records in accordance and as established by law, Kids' Harbor policies and procedures, standard operating procedures, and the recommended practice model as established by the National Children's Alliance
- Preparation and maintenance of medical records, colposcope, camera, digital recording devices, and other medical equipment
- Assist medical providers before, during, and after the medical exam. Demonstrates understanding of and carries out individual patient's care. Prepares patients for medical evaluation. Prepares appropriate supplies and equipment for examination
- Records vital signs, weights, evidence collection documentation, and other required documentation. Sets up the computer system, medical equipment, and supplies for documentation by the medical provider. Reports concerns observed in the patient to the medical provider

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- Provides support for Kids' Harbor, Inc. multidiscipline team members including providing photographs, preliminary, and final reports to team members according to Kids' Harbor, Inc. policies and procedures, standard operating procedures, protocols, and National Children's Alliance Standards
- Documentation and billing of medical examinations
- Order supplies and stock examination rooms
- Prepare and clean examination rooms for evaluations
- Process lab work obtained during evaluation
- Performs other patient follow-up as directed by the medical provider. Schedules referral appointments and responds to patient messages
- Implements care/services that recognize cultural diversity, age, specific needs/issues of patients served
- Assist families with paperwork completion
- Be responsible for supervising and maintaining all medical records, administration of client database for medical services provided at Kids' Harbor as established by federal law, the State of Missouri, as well as Kids' Harbor, Inc. policies and procedures, standard operating procedures and the recommended practice model as established by the National Children's Alliance
- Compile statistical information for grant reports
- Attends relevant continuing education opportunities, networking meetings, committee meetings, conferences, etc. approved by the Executive Director and as funding allows
- Assists in the recruitment, training, and use of volunteers in the Kids' Harbor, Inc. program whenever possible
- Assist Office Manager in management of the phone system-answering and transferring incoming calls
- Greet families and children coming in for evaluations and therapy appointments
- Provide supervision of children while caregivers are meeting with medical providers and/or multidiscipline team members
- Assist in the documentation and deposit of incoming donations
- Attends annual agency functions, special events, and meetings as necessary and appropriate
- Remain abreast of issues and current research related to child abuse, neglect, the effects and symptoms of trauma, etc.
- Other duties as assigned

Basic Requirements

Registered Nurse, Licensed Practical Nurse, or Certified Medical Assistant current license in good standing in Missouri is preferred. High school education or GED with appropriate documentation of experience will be considered. Specialty training and experience in the child abuse field with particular emphasis on child abuse and trauma informed practices. Must demonstrate advanced working knowledge of child welfare systems and neglect research. Must possess excellent written and oral communication skills, computer skills, and public speaking experience. Must work effectively with individuals from various economic, social, and cultural backgrounds. Must demonstrate an ability to accomplish and advance program goals, a willingness to remain abreast of current research related to child abuse and neglect, and an ability to remain sensitive and demonstrate appropriate boundaries with program clients, agency staff, multidiscipline team members, and volunteers.

Able to be on-call, as needed, after hours, on weekends, and holidays within reasonable time. Provide own transportation (mileage reimbursed) with valid driver's license, and insurance coverage on vehicle.

Physical/Mental Requirements: Visual acuity necessary to read and develop center materials along with verbal skills to communicate with the public. Must be able to lift up to 25 pounds; standing or walking more than 50% of the day; working under pressure to meet deadlines. Must be willing to accommodate limited travel and work nights, evenings and holidays if necessary.

Work Setting: Must be able to function amicably in a small but busy workplace. Must acknowledge and adhere to the agency's confidentiality policy and procedures and must adhere strictly to the highest professional ethics, confidentiality, discretion and judgment.

Principles and Values

Team Work: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of the Kids' Harbor, Inc. team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Strategic Thinking: Develops strategies to achieve organizational goals; understands organizations' strengths and weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.

Willing to Grow: Accepts accountability for mistakes and uses the mistakes as an opportunity to learn about self and to change future behaviors.

Safety and Security: Observes safety and security procedures; determines appropriate action beyond guidelines; remedies potentially unsafe conditions.

Attendance: Regular attendance is a requirement of this position

Other: All new employees must agree to and pass a Children's Division and law enforcement background check due to the sensitive nature of work.

HOW TO APPLY

Send your resume with cover letter to janalee@kharbor.org by close of business April 20th for immediate consideration. Include "Medical Assistant" in the subject line of your email.