



**WINNEBAGO COUNTY HEALTH DEPARTMENT
JOB DESCRIPTION**

Job Title:	Certified Medical Assistant
Center:	Personal Health Services
Reports to:	Supervisor/Director for Public Health Nursing
FLSA Status:	Non-Exempt
Grade Level:	
Date Created/last reviewed:	3/20/2017

POSITION SUMMARY

The Certified Medical Assistant promotes and supports population health in Winnebago County by providing assistance to the clinic providers to optimize health, and in support of the core functions and essential services of public health. Interventions occur at individual, family, community and system levels, depending upon the responsibilities of the position and the issues involved. Services provided by the Personal Health Services Center Clinic include family planning, STD/HIV services, Travel Immunizations, Refugee support, and TB screening and treatment. Services are provided routinely during normal business hours and on weekends and evenings as needed.

ESSENTIAL FUNCTIONS:

Systems Thinking

- Understands that public health is a part of a larger inter-related system of organizations that influences the health of the population at a local, national and global level.
- Adheres to applicable Occupational Safety and Health Administration (OSHA) standards, such as those concerning exposure to bloodborne pathogens, toxic substances, airborne pathogens or exposure to other hazards during routine assignments or assignments during public health emergencies.
- Collaborates in developing a work environment where continuous quality improvements in practice are pursued.
- Assumes responsibility for own professional growth and development by pursuing continuing education, participating in professional committees and work groups.

Public Health Sciences

- Provides care, referral and follow-up to individuals and families who are members of a vulnerable population and/or high-risk groups. Evaluates outcomes, effectiveness of plan, and makes changes as necessary.
- Uses public health surveillance/disease investigation methods in community outreach, screening, and case finding of communicable and infectious diseases that threaten the health of the

community.

- Engages individuals and families in a plan of care that addresses their identified health deficits and issues. Provides education and counseling to individuals, families and community groups that are adapted to their unique needs, lifestyle, cultural and socio-economic situation.
- Obtains and completes appropriate patient "Consent for Care" forms, ensures patient confidentiality and maintains orderly health/medical records. Follows established internal policies and procedures as well as the State and Federal laws that govern the release of health care information.
- Responds to individual client emergency situations in the clinical or home setting with basic life support and first aid skills. Summons other health care providers and emergency response personnel in a timely and appropriate manner.
- Participates in response teams to prevent, minimize, and contain adverse health events and conditions resulting from communicable diseases; food-, water-, and vector-borne outbreaks; chronic diseases; environmental hazards; injuries; and health disparities.
- Collaborates in the development of and contributes to individual, team, and Departmental quality improvement and evaluation activities including Public Health Accreditation (PHAB).

Community Dimensions of Practice

- Collaborates in Winnebago County Health Department's community health assessment and health improvement planning and intervention activities.
- Actively participates in and acts as a liaison with other community agencies and professionals in collaborative efforts to address community health priorities
- Contributes to a work environment that fosters ongoing educational experiences regarding public health, for colleagues, nursing and other health-related students, healthcare professionals and members of the community.

Analysis and Assessment

- Participates in the community assessment process; understands incidence and prevalence data; and knows how to access basic community epidemiological data.
- Participates in the collection of and analysis of data to identify trends, health problems, environmental health hazards, and social and economic conditions that adversely affect the public's health.
- Assists with interpretation of laboratory tests and other diagnostic testing results.

Policy Development and Program Planning

- Collaborates in the development of evidence-based public health practices and programs with other staff and the public.
- Collaborates in the development, implementation and evaluation of long and short range policies, plans and programs for public health in Winnebago County.
- Collaborates in and contributes to individual, team, and Departmental quality improvement and evaluation activities.

Communication and Cultural Competency

- 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 Winnebago County Health Department policy in the collection, maintenance, use, and dissemination of data and information.
- Describes the impact of diversity on policies, programs, services, and health of the community.

Financial Planning and Management

- Collaborates in activities such as time studies that contribute to the development of budgets and the efficient use of resources.
- Contributes to and uses performance management systems for individual, program, and organizational improvement.

Other

- 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 Department and community emergency response training and drills, consistent with job classification, in support of public health emergency and disaster preparedness.
- Performs other duties as assigned consistent with job classification.

BEHAVIOR EXPECTATIONS:

- Treats others with courtesy and respect in all interactions.
- Responds with flexibility to changing needs.
- Manages multiple tasks and deadlines.
- Supports and promotes the department's vision, mission, and core values.
- Promotes team and organizational learning.

KNOWLEDGE, SKILLS AND ABILITIES:

Education, Licensure, Certifications, Experience

- Must have current Certification in Medical Assistant, AAMA preferred.
- Two (2) years of experience in health care field preferred.
- Current certification for CPR.
- Successful completion of WCHD HIPAA and Blood Borne Pathogens Trainings.
- Must participate in assigned trainings, including on-line training in the National Incident Management System (NIMS) offered through the Federal Emergency Management Agency to obtain the following certifications: Within nine (9) months of employment: ICS 100, ICS 200, ICS 700, and ICS 800

Knowledge and Skills:

- Knowledge office procedures, use of office equipment and personal computer.
- Must possess excellent customer service skills, and communication skills.
- Knowledge of anatomy, physiology, pathophysiology, epidemiology, and basic pharmacology.

- Knowledge of human systems (wellness, illness, growth and development, basic nutrition, human behavior, psychosocial development, family and community systems).
- Knowledge of health care technology, equipment, supplies and materials needed for medical treatment.
- Knowledge of chart documentation requirements, medical record forms, State and Federal laws that govern release of health care information, patient consent.
- Knowledge of relevant OSHA standards.

- Demonstrates ability to maintain working relationships with diverse populations and cultures; ability to engage clients and families in a care plan.
- Demonstrates ability to provide option counseling and referral for terminations.
- Demonstrates ability to work collaboratively with multidisciplinary teams to improve patient outcomes.

Other

- Must successfully complete a pre-employment/post offer drug screen.
- Must successfully complete a pre-employment/post offer background check, which may include; criminal and civil claims, credit report, finger printing, etc.
- Must possess and maintain a valid driver's license, current certificate of vehicle insurance, and access to reliable transportation is required.
- Proficiency in use of intermediate computer skills: email, word processing, databases and spreadsheets, and internet searches.
- Proficiency in the Health Department/County's data systems including but not limited to Patagonia, Cornerstone and Foxfire within 3 months of hire.
- Ability to work longer shifts, nights, and weekends to meet operational needs as determined by management.
- Ability to travel throughout Illinois to attend program meetings, trainings and or conferences.
- Ability to meet the physical demands of the Essential Functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - Engages in the following movements: Sitting, standing, walking, reaching and writing/typing frequently; climbing, balancing, stooping, kneeling, crouching, lifting, fingering, grasping, and feeling occasionally.
 - Must be able to lift and/or move up to 10 pounds frequently and 30 pounds occasionally.
 - Hearing ability sufficient enough to communicate with others effectively in person and over the phone
 - Visual ability must be sufficient enough to read documents, computer screen and drive a car.
 - Must be able to be fitted and wear NIOSH 95 mask, in conjunction with emergency preparedness.

TOOLS AND EQUIPMENT USED

Must be able to use multi-line telephone, mobile phone, fax machine, copy machine, calculator, computer, scanner and printer.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Clinic conditions are similar to a typical office environment. The employee is exposed to noise from close working conditions and significant work pace/pressures.

Blood borne Pathogen Risk Code: None Low Medium High

The above is intended to describe the general content of and requirements of the performance of this position. It is not construed as an exhaustive statement of duties, responsibilities, or requirements.

I acknowledge that I have read the entire job description, and understand and agree with its content.

Employee Name

Date