

Position: Medical Assistant **Team:** Patient Services **Classification:** Full-Time / Part-Time

Job Purpose:

The Medical Assistant (MA) performs routine administrative and patient care supportive duties within the health center to assist medical staff in the examination and treatment of patients and ensures the clinic runs smoothly.

Objectives:

- Provides non-judgmental health care services while protecting the patient's right to privacy.
- Advocate for the rights of all patients and their access to comprehensive health care.
- Fosters an inclusive culture of healthy sexuality through educational programs.
- Works to meet the needs of diverse communities and the underserved.

Components of an ideal candidate:

Core Values/Culture Drivers:

- **Mission Driven** – Demonstrates passion and commitment to the mission of Planned Parenthood. Weaves this passion into all aspects of their work.
- **Empathic** - Ability to understand or feel what another person is experiencing from within their frame of reference. Ability to put yourself in another's position.
- **Teachable** - Recognizes that when mistakes happen providing or receiving feedback is the path to learning.

Talents:

- **Detailed oriented** - Cares and pays attention to the little details. Tendency to be accurate and thorough to avoid mistakes and improve experience.
- **Adaptable** - Adjusts to new conditions/situations. Considers new approaches and understands changes in tasks, situations and environments.
- **Proactive** – Anticipates and takes action on problems/needs. Willing and eager to engage in continued learning. Takes ownership of their contributions to the team.
- **Resilient** – Channels passion for the PPSAT mission in a productive way to always tend to our patients, and our team, even in the face of adversity.

Skills:

- **Patient Centered Care** - Practice caring for patients in ways that are meaningful and valuable to the patient. Listening to, informing, and involving patients in their care.
- **Customer Service** - Supporting and advocating for PPSAT patients. Strives to meet patient's expectations and to foster lasting relationships.
- **Strong communicator** - Good verbal and written communication skills. Practices active listening and asks questions to gather information and build trust. Speaks clearly and with clarity so that the patient understands what is being communicated. Active communication with team.
- **Basic computer literacy** - Comfortable with use of basic technology and computer programs for accurate data-entry.

Behaviors:

- **Non-judgmental** – Does not judge or criticize others. Able to let go of the automatic judgements that arise in your mind with every experience you have.
- **Team player** - Works well within a group. Shares information and strives toward a common goal. Passionate about work, goes above and beyond, and puts the team above their own interests.
- **Takes initiative** - Handles duties and responsibilities without having to wait on direction/instructions from others.