

**Northeastern Center, Inc.**  
**POSITION OPENING**

**Position Title:** Medical Assistant

**Position Type:** Administrative

**Position Location:** Outpatient Facility - Noble County (Albion)

**Shift:** 1st Shift

**Full or Part Time Status:** Full Time

**Position Duties:** The Medical Assistant assists nursing and psychiatric staff in the provision of medical and psychiatric services to consumers in the outpatient clinics. The Medical Assistant will also coordinate medical and psychiatric services with other internal and external providers to assure holistic consumer care. Specific clinical functions are detailed below.

**Experience Expectations:** Previous mental health experience preferred

**Education Expectations:** Graduate of a Medical Assisting program accredited by either CAAHEP or ABHES

**Date Position Opened:** 12/21/2020

PROGRAM BOOKS FILED UNDER: Outpatient (OP)
Human Resources (PS)

DOCUMENT TYPE: [ ] Policy [ ] Procedure [X] Statement of Information

DATA LOCATION: \POLDOC\JD5330

DATE ISSUED: July 1, 2013 LAST REVIEW DATE: July 1, 2017

LAST REVISION DATE: Not Revised SUPERSEDES:

ISSUED BY: Chief Clinical Officer NEXT REVIEW DATE: July 1, 2019

REVIEW RESPONSIBILITY: Chief Clinical Officer

POSITION SUMMARY:

The Medical Assistant assists nursing and psychiatric staff in the provision of medical and psychiatric services to consumers in the outpatient clinics. The Medical Assistant will also coordinate medical and psychiatric services with other internal and external providers to assure holistic consumer care. Specific clinical functions are detailed below.

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DEFINITIONS:

- 1.0 Psychiatric staff – Staff with prescriptive authority.
2.0 CAAHEP – Commission on Accreditation of Allied Health Education Programs
3.0 ABHES – Accrediting Bureau of Health Education Schools

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JOB RELATIONSHIPS:

- A. Reports to: Director of Nursing
B. Supervises: None

DUTIES AND RESPONSIBILITIES:

Professional Competencies

- 1.0 Understands basic concepts of mental illness, treatment, and recovery
.1 Knows major psychiatric conditions, diagnoses, and symptomology
.2 Able to identify significant changes in the disease process marking deterioration (perception, thought, mood, behavior)
.3 Able to identify healthy lifestyle criteria associated with recovery
.4 Competent with understanding psychotropic medication by category, name, dosage, effects and side effects, basic precautions and contraindications
2.0 Possesses learned skills basic to job duties
.1 Able to assess consumer's functional status ongoing
.2 Provides consumer screening, monitoring, and recording of side effects of prescribed medication including Tardive Dyskinesia

- .3 Obtains laboratory and test results, vital signs, height and weight, other consumer concerns regarding their psychiatric treatment
  - .4 Responds to orders/requests of psychiatric staff in a timely manner
  - .5 Dispenses or administers prescribed medication
  - .6 Advocates on consumers behalf re: medication/medical needs as appropriate
  - .7 Knows basic crisis management techniques
  - .8 Conducts medication groups and/or classes as directed
  - .9 Educates consumers on medical issues and benefits
  - .10 Efficiently coordinates consumer phone calls re: medication issues or other needs
  - .11 Assists psychiatric staff and nursing with maintaining medication sample supplies, pharmaceutical patient assistance medications and program requirements
  - .12 Obtain prior authorizations for medications from pharmacy benefit programs associated with various third party payors
  - .13 Assist consumers and psychiatric staff with tele-psychiatry
  - .14 Performs other duties as needed and within professional scope of practice
- 3.0 Self-Maintenance
- .1 Adheres to work schedule
  - .2 Achieves expected monthly and annual productivity
  - .3 Takes responsibility for own continuing education
  - .4 Maintains good standing with appropriate professional organizations including NEC's Professional Staff Organization
- 4.0 Transference/Countertransference
- .1 Separates own needs and personal issues (e.g. sexual, religious, political) from that of consumers
  - .2 Maintains objectivity and appropriate distance in therapeutic relationship (not too close, not too detached)
  - .3 Maintains appropriate attire for the job
- 5.0 Adheres to NEC confidentiality policy CR0100

#### Recordkeeping Assignments

- 1.0 Documents all consumer activities associated with job and in accordance with all applicable NEC policies, including but not limited to, CR0750, CR0780, and CR0800
- 2.0 Assists psychiatric staff as needed with review/signature of clinical forms such as psychiatric evaluations and recovery plans

#### Treatment Facilitation

- 1.0 Implements effective therapeutic interventions
- 2.0 Individualizes treatment based on consumer
  - .1 Strengths
  - .2 Needs
  - .3 Abilities
  - .4 Preferences
- 3.0 Effectively engages consumers in the recovery process

4.0 Is both confrontive and supportive with consumers as needed

5.0 Works cooperatively with family members and significant others

Intra-agency Issues

1.0 Participates as an OP team member in the coordination and communication of the consumer's care

2.0 Uses supervision effectively

3.0 Accepts and offers constructive criticism

4.0 Serves on committees, task forces, etc. as assigned

5.0 Functions as a nursing resource for other NEC staff

Inter-agency Issues

1.0 Coordinates treatment with external parties as applicable in accordance with CR0100

2.0 Maintains positive and professional working relationships with external referral sources and providers

3.0 Represents the agency, its philosophies and goals, to the community in a positive and constructive manner

QUALIFICATIONS

1.0 Education: Graduate of a Medical Assisting program accredited by either CAAHEP or ABHES

2.0 Experience: Previous mental health experience preferred

3.0 Licenses/Certifications: Not required

4.0 Essential Duty Requirements: standard language

5.0 Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

5.1 While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee frequently is required to stand and sit. The employee frequently is required to walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

- 5.2 The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- 5.3 While performing the duties of this job, the employee may occasionally be required to operate a motor vehicle.

## 6.0 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 essential functions.

- 6.1 The noise level in the work environment is usually moderate.