



# Hope Community Health Center



## JOB DESCRIPTION

<b>Job Title:</b> Certified Medical Assistant (CMA)	<b>Job code:</b>	<b>FLSA Status:</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt
<b>Program:</b> Hope Community Health Center		
<b>Reports To:</b> Clinic Director	<b>Supervisory Responsibility (check one):</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>Origination Date:</b> 01-13-2025	<b>Date Approved:</b> 01-13-2025	

- **Equal Employment Opportunity**  
HOPE CHC is committed to the principle of Equal Employment Opportunity for all employees and applicants. It is our policy to ensure that both current and prospective employees are afforded equal employment opportunity without consideration of race, religious creed, color, national origin, nationality, ancestry, age, sex, marital status, sexual orientation, or disability in accordance with local, state, and federal laws.
- **Americans with Disabilities Act**  
Applicants as well as employees who are or become disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Position Summary:					
This position requires demonstrated medical, communication, interpersonal, organizational, and computer skills. The CMA provides general medical assistance to clients and clinic provider. Ability to draw blood for various lab work, collect urine specimens for drug screens, and provide basic client education, and complete any needed referrals to outside providers. The CMA position requires basic knowledge of medical and behavioral health terminology. Requires the ability to work independently and cooperatively with the assigned provider. Knowledge of MAT and SUD IOP programming preferred but not required.					
Qualifications:					
Education			Years of Related Experience		
	Minimum	Preferred		Minimum	Preferred
High School Graduate / Equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0-1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Professional Certification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1-3	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Technical School / 1 Year College	<input type="checkbox"/>	<input type="checkbox"/>	3-5	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Technical School / 2 Years College / Associate Degree	<input type="checkbox"/>	<input type="checkbox"/>	5-8	<input type="checkbox"/>	<input type="checkbox"/>

Bachelor's Degree	<input type="checkbox"/>	<input type="checkbox"/>
Master's Degree	<input type="checkbox"/>	<input type="checkbox"/>

8-10	<input type="checkbox"/>	<input type="checkbox"/>

<b>Required Knowledge, Skills, Licensure, Training &amp; Travel Requirements (if applicable):</b>
<p><b>Education:</b> High school diploma or equivalent required. Certification as a Medical Assistant (CMA) required. Current CPR/BLS certification. Phlebotomy experience required.</p> <p><b>Work experience:</b> Minimum of one (1) year experience in a hospital or primary care setting. Prior experience in a medical and/or behavioral health facility a plus. Knowledge of medical terminology and computer (data entry) experience required.</p> <p><b>Knowledge, Skills &amp; Abilities:</b> Knowledge of medical terminology, knowledge and ability to obtain prior authorizations for clients as needed. Ability to coordinate services with outside agencies for clients as needed. Ability to draw blood for routine lab work, collect urine specimens, and provide basic wound care. Working knowledge of Microsoft Office, Internet, and Outlook. Ability to document thoroughly in EMR. Ability to read and interpret documents such as safety rules and risk management, operating and maintenance instructions, and policy and procedure manuals. Ability to maintain inventory of clinic medical supplies and order supplies as needed.</p> <p><b>Interpersonal Skills:</b> Must be able to work collaboratively on a multidisciplinary team. Must have excellent written and oral communication skills.</p> <p><b>Travel Requirements:</b> None</p> <p><b>Confidentiality of Information:</b> The CMA has full access to client's medical and financial records and encounter data. Confidentiality must be maintained according to clinic policy and procedures.</p> <p><b>Salary Range:</b> To be determined</p>

	<b>Essential Job Duties</b>	<b>% Of Time</b>
<b>1.</b>	<p>Provider Assistance:</p> <ul style="list-style-type: none"> <li>• Assist with physical exams as needed- completes required screenings and laboratory testing</li> <li>• Prepares and assists provider with procedures (e.g., lesion removal, pap and pelvic documentation, ear irrigation, suture/staple removal)</li> <li>• Gather clinic nursing data (e.g., vital signs, allergies, health problems, current medications)</li> <li>• Administers treatment and immunizations to clients as ordered by the provider</li> <li>• Assists clients with obtaining medications</li> <li>• Communicates with provider regarding client emergencies</li> <li>• Schedules/informs/educates clients regarding provider ordered procedures/referrals</li> <li>• Completes tasks for specialty practice as required</li> </ul>	40%

2.	<p>Client Care:</p> <ul style="list-style-type: none"> <li>• Exhibits knowledge of the culturally diverse client base while fostering a caring and understanding environment</li> <li>• Provides trauma-informed treatment of clients receiving services from the clinic</li> <li>• Coordinates services with/for the client. Acts as an advocate for client to pursue financial assistance, initiates referrals to community based organizations as needed (home health, behavioral health, dental services, etc.)</li> <li>• Collaborates with outside agencies on client's behalf as needed</li> <li>• Performs/assists with any ordered wound care</li> <li>• Identifies and completes insurance preauthorization process as needed</li> <li>• Maintains documentation in the client record to ensure accurate tracking of the client's medical treatment</li> <li>• Prepares client for and completes any ordered blood draws for routine lab work</li> </ul>	40%
3.	<p>Infection Control:</p> <ul style="list-style-type: none"> <li>• Follows policy and procedures in obtaining/handling various specimens/cultures</li> <li>• Follows sterile instrument processing protocol as needed (e.g., properly cleans and disinfects equipment, packages items appropriately)</li> <li>• Documents any incidents regarding infection control (e.g., glucose testing, pregnancy tests, and CLIA waived tests)</li> <li>• Completes various duties (e.g., AED check, log fridge/freezer temps, task lists)</li> </ul>	5%
4.	<p>IOP/MAT:</p> <ul style="list-style-type: none"> <li>• Completes all health assessments for clients participating in IOP and/or MAT</li> <li>• Monitors MAT clients per policy and procedure guidelines</li> <li>• Notifies provider immediately of any medication discrepancies with a client</li> </ul>	10%
5.	Other duties as assigned/required	5%

<b>Guidance Requirement: Indicate the degree to which the position is guided by the Supervisor/Manager (Check One)</b>	
Direct supervision given. Specific / Detailed instructions provided.	<input type="checkbox"/>
Procedures well established. Few decisions made. Supervisor readily available as needed.	<input type="checkbox"/>
Independent judgment necessary. Supervisor is usually available.	<input checked="" type="checkbox"/>
Little to no guidance provided by supervisor on daily basis.	<input type="checkbox"/>

<b>Physical Effort Requirement: (Check One)</b>	
Little/no physical effort	<input type="checkbox"/>
Physical Effort found in normal office environment	<input type="checkbox"/>
Occasional physical effort (e.g., continuous typing, prolonged standing/bending, etc.)	<input checked="" type="checkbox"/>
Frequent/strenuous physical effort (e.g., lifting, moving heavy objects, etc.)	<input type="checkbox"/>

**My signature below indicates that I have reviewed the information contained in this document and it has been discussed with me. I understand that I am responsible to comply with all local, state, and federal laws as they pertain to my job responsibilities.**

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**Employee Signature**

**Employee Name (please print)**

**Date**