

Open Position: Medical Assistant

Location: Oakland Park

Job Type: Part-Time to Full-Time

Reports To: Practice Administrator/Providers

Job Summary:

The Medical Assistant in an LGBTQ+ and community health setting is responsible for providing compassionate, patient-centered care that addresses the diverse needs of LGBTQ+ individuals and underserved communities. This role involves assisting healthcare providers with clinical tasks, managing patient records, and supporting the delivery of culturally competent care. The Medical Assistant will play a key role in fostering a welcoming and inclusive environment for all members of the community.

Key Responsibilities:

- **Patient Care:**
 - Welcome patients and create a safe, inclusive environment for ALL individuals.
 - Measure and document patients' vital signs, medical histories, and health concerns, with sensitivity to LGBTQ+ and community health needs.
 - Prepare patients for gender-affirming care, sexual health services, routine check-ups, and other examinations.
 - Assist healthcare providers in administering hormone therapy, PrEP, and other general health related services as directed by the providers.
 - Provide patient education on health topics such as HIV prevention, sexual health, hormone and health resources.

- **Clinical Support:**
 - Clean treatment rooms.
 - Stock treatment rooms; paper, instruments and maintain OSHA standard as it pertains to a medical office.
 - Prepare tray set-up.
 - Support health programs focused on and preventive care.
 - General office housekeeping.

- **Community Health Engagement:**
 - Provide culturally competent care, understanding the specific health challenges and disparities faced by LGBTQ+ and underserved communities.
 - Offer resources and referrals to community health organizations, mental health services, and LGBTQ+-friendly providers.
 - Participate in outreach programs and health initiatives aimed at reducing healthcare barriers for LGBTQ+ and marginalized populations.
 - Collaborate with case managers, social workers, and community health workers to ensure holistic patient care and address social determinants of health.

- Administrative Duties:
 - Answer phones.
 - Schedule and manage patient appointments, respecting privacy and confidentiality, particularly around sensitive health issues like gender identity and sexual orientation.
 - Update and maintain accurate patient records in the electronic medical record (EMR) system, using inclusive and appropriate language.
 - Handle insurance billing, ensuring familiarity with LGBTQ+ healthcare coverage (e.g., hormone therapy, PrEP).
 - Respond to patient inquiries in a respectful, empathetic manner, offering guidance and support as needed.
 - Coordinate follow-up visits, referrals, and community resources for comprehensive care.

Required Qualifications:

- High school diploma or equivalent.
- Medical Assistant Certification (CMA, RMA, or equivalent).
- Current CPR certification.
- Proficiency in using electronic medical records (EMR) systems.
- HIPPA
- Knowledge of LGBTQ+ health concerns, community health disparities, and culturally competent care practices.

Preferred Qualifications:

- 1-2 years of experience in a healthcare setting, preferably serving LGBTQ+ and/or marginalized communities.
- Phlebotomy certification
- Bilingual (English/Spanish or other languages) is a plus.
- Experience in gender-affirming care, sexual health services, or community health initiatives.
- LGBTQ+ cultural competency training or certification.

Skills and Competencies:

- Strong understanding of and commitment to LGBTQ+ inclusivity and cultural competency.
- Excellent communication and interpersonal skills, with an empathetic and nonjudgmental approach to patient care.
- Ability to work collaboratively within a diverse healthcare team and community setting.
- Strong organizational skills and attention to detail, with the ability to manage multiple tasks efficiently.
- Sensitivity to confidentiality and patient privacy, especially in relation to gender identity, sexual orientation, and underserved community needs.

Work Environment:

- An inclusive environment, where you will be expected to smile and change someone's day, everyday.
- This position will be based in a community health clinic, LGBTQ+ center, or other healthcare settings that serve diverse populations, including marginalized groups.
- The role may require extended periods of standing, as well as handling medical instruments and performing diagnostic procedures.

Salary Range: \$18 - \$20/hour, based on experience

Benefits: Paid Health Insurance, Vacation, Sick Days

To Apply: Please send your resume to medical@transsocial.org, attention Ashley.