



POSITION ANNOUNCEMENT

Certified Medical Assistant – Counseling Services

Family Service of the Piedmont is a not for profit agency whose mission is to promote healthy lives and relationships for children, families and individuals, through early intervention, treatment and support in times of crisis or transition.

The agency is seeking a **Certified Medical Assistant** to provide assistance in a clinical setting for psychiatric medication management services.

Responsibilities:

1. Provides direct patient care support appropriate to the patient's condition, needs, and /or age under the medical supervision of the Medical Director or Nurse Practitioner.
 - Take vital signs before patients are seen
 - Request outside records/labs and follow up with receipt
 - Ensure consents to release information are up to date and help complete any new ones that are needed
 - Call in or fax prescriptions, as need, beyond what can be done electronically; Contact pharmacies to reconcile current medications and obtain information on fill history, other prescribers, etc.; Triage refill requests from patients and pharmacies
 - Assist with data collection, including physiological, psychological, social, and cultural factors.
 - Implements the plan of care as directed by the medical director or nurse practitioner.
 - Documents performance of interventions and patient/family response to those interventions.
 - Communicates effectiveness of interventions to the medical director or nurse practitioner and participates in evaluation of patient care outcomes.
 - Performs other assigned patient care tasks.
2. Demonstrates standards of professional practice.
3. Demonstrates personal accountability by completing assigned tasks in a timely manner and completing work in a manner than enhances patient satisfaction.
4. Collaborates with co-workers to accomplish program objectives.
5. Uses results of quality improvement activities to identify opportunities to improve practice and /or patient outcomes.
6. Assist in collecting, recording and tabulating outcome data; assist in required reporting.
7. Maintains harmonious working environment by participation in team and staff meetings, consulting with staff regarding topic areas, respecting cultural and lifestyle differences, and by providing support and encouragement to other staff members.
8. Assists agency in overall service delivery by performing other administrative duties as delegated or required.

Qualifications:

1. The ability to respond appropriately to the cultural differences present among the organization's service population and staff is required.
2. Ability to work in partnership with other team members.
3. Ability to forge a mutually respectful partnership with persons served and their families in which they are helped to gain the skills and confidence to address any issues and problems they face.
4. Conviction about the capacity of people to grow and change.
5. Ability to set limits and maintain the helping role of the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
6. Able to bend, reach high and be on feet for 8 hours at a time and able to lift at least 30 pounds.
7. Able to assist in moving patients using appropriate clinical equipment with patient weights up to 250 pounds.

8. Utilize an electronic health record and appropriate medical equipment used in a behavioral health or primary care setting.
9. Proficient at window based computer systems.
10. Associate Degree in Medical Assisting preferred. Certification in Medical Assisting, recognized in North Carolina.
11. Six months to one year of relevant experience preferred. An equivalent combination of education and experience may be considered.

FAMILY SERVICE OF THE PIEDMONT IS AN EQUAL OPPORTUNITY EMPLOYER