



HAWAI'I HEALTH & HARM REDUCTION CENTER

The New Chapter for Life Foundation and The CHOW Project

OPEN POSITION: **Medical Assistant (MA)**
Hawai'i Health & Harm Reduction Center

ABOUT US

Hawai'i Health & Harm Reduction Center (HHRC) provides harm reduction-focused services to marginalized populations in Hawai'i, including people living with and/or affected by HIV, hepatitis, substance use, homelessness, and the transgender, LGBTQ, and the Native Hawaiian communities. HHRC bridges gaps and helps individuals access essential resources such as housing, health care, entitlements, and treatment. We foster health, wellness, and systemic change in Hawai'i and the Pacific through outreach, care services, advocacy, training, prevention, education, and capacity building.

SUMMARY OF POSITION

The Medical Assistant will provide a variety of medical and clinical support functions in an outpatient clinical setting, such as providing initial patient triage, registration, administrative services, assist with direct patient care, and perform specialized medical procedures of a routine nature as determined by established clinical protocol, policies, and procedures. The Medical Assistant will work directly with health care practice staff to collect test samples, maintain patient records, explain common medical procedures to patients, and assist in basic examinations.

This is a permanent, part-time, non-exempt, hourly position with Hawai'i Health & Harm Reduction Center located in Honolulu, Hawai'i. Expected hours of work are generally between 8:00am and 4:30pm, Monday through Friday, with the occasional schedule change to accommodate events and conferences. Salary is commensurate with experience.

REPORTING RELATIONSHIP:

Reports to: Medical Director, APRN-Rx
Supervises: N/A

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Obtain patient medical history, vital signs, chart preparation, medication dosage and frequency, patient allergens, and assist with medical examinations.
- Perform clinic front desk duties, including but not limited to, answering incoming telephone calls, obtaining and/or verifying patient information, patient check-in/out, and coordinate and facilitate accurate patient appointments.

- Maintain accurate and strict confidentiality of patient information in electronic and/or manual systems as established by the appropriate protocols, regulations, and policies.
- Maintain stock of medicine and medical supplies, as necessary.
- Complete physician/APRN-Rx orders and facilitate specialists care, which may result in phoning in patient prescriptions.
- Provide instructions and directions to patients regarding diagnostic tests, procedures, and treatments.
- Perform data entry of labs, tests, and authorization request in compliance with physician/APRN-Rx directives.
- Prepare treatment rooms for clinical examinations and assist practitioners with medical procedures and patient care.
- Deliver compassionate support, attention, and assistance to patients and families.
- Ensure compliance with all health care regulations, including HIPAA and OSHA.
- Complete phlebotomy training.
- Work as a team with other staff and support team members.
- Perform additional duties as needed and assigned. Duties are subject to change.

GENERAL RESPONSIBILITIES:

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Work as a team with other staff and support team members.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Observe and comply with rules and regulations – such as HHHRC Code of Conduct, Drug-Free Workplace – and other administrative policies of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program and the Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- Office/clinical environment: indoors, air conditioned.
- Fieldwork/Mobile Medical Unit (MMU): may be subjected to unpredictable environments with extremes in temperature, noise, odors, weather conditions, etc.
- May be exposed to communicable disease, body fluids, sharps, and chemicals. All appropriate CDC & DOH recommended Personal Protective Equipment (PPE) will be provided, if needed.
- May be required to deal with hostile/challenging patients.
- Regular use of computer keyboards, telephone, and operating office equipment.
- Essential physical activities: standing, sitting, walking, finger dexterity, eye-hand coordination, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Moderate physical activity. Standing and/or walking for more than four (4) hours per day.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).

REQUIRED QUALIFICATIONS:

Knowledge/Skills/Abilities:

- Must have willingness to obtain DOH testing ID.
- Knowledge of patient care charting and patient history charting.
- Knowledge of patient evaluation and triage procedures.
- Knowledge of safety, environmental, and/or infection control methods.
- Ability to maintain calendars and schedule appointments.
- Ability to maintain quality, safety, and/or infection control standards.
- Familiarity with electronic medical health care record systems.
- Strong ability to work within a fast-paced setting.
- Excellent interpersonal, written, and verbal communication skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy.
- Demonstrated ability to function as a team member, accept constructive criticism, and provide feedback and support.
- Capability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Good listening skills, non-judgmental, flexible, and able to handle complex situations/clients.
- Ability to keep appointments punctually, take initiative, stay organized, and demonstrate accountability and follow-through.
- Basic computer skills: Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint, etc.).

Education/Experience:

- Associates degree in a medical field.
- Two (2) or more years of experience working for a healthcare practice or hospital.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in a medical field.

REQUIRED WORK CARDS/CERTIFICATIONS:

- Valid Hawaii Driver's License and clean Driver's Abstract.
- COVID-19 Vaccination
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

HOW TO APPLY

Please carefully read and fully comply with the following. Applicants should send a resume, a letter explaining their interest in and qualifications for this position, an application (found on hhrc.org/employment), and the names and contact information for three relevant references.

Applications may be submitted via postal mail, fax or email attachment as follows:

Hawai'i Health & Harm Reduction Center
677 Ala Moana Blvd., Suite 226
Honolulu, Hawaii 96813
Telephone: (808) 521-2437
Fax: (808) 521-1279
Email: employment@hhrc.org

Hawai'i Health & Harm Reduction Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.