



Medical Assistant

Job Title: Medical Assistant (MA)

FSLA Classification: Non-Exempt

Department: Clinic

Supervisor: Center Manager

Job Summary

Under the supervision of the center manager, the MA is responsible for providing various care services necessary for attending to the personal needs, support, and health status of participants.

Essential Job Functions

- Participate as a member of the interdisciplinary team in ongoing participant assessment and monitoring. Report on personal care services provided and the self-care abilities of participant, including changes noted in participant's condition.
- As part of the health care team, provide personal care assistance that will maintain the independence of the participant to conduct activities of daily living, including toileting, showers, eating, and grooming. Assist in the maintenance of physical activity, exercise, and walking.
- Provide nursing care as assigned in a safe manner, consistent with nurse assistant certification and the policies and procedures of the center.
- Responsible for participant safety, identify safety hazards and emergency situations, and initiate corrective action as able.
- Provide behavioral supervision or support for participants, such as reality orientation, reminder to follow through with nursing and medication instruction, diet restrictions, and emotional reassurance.
- Assist with general activities such as conversing with participants, recreation activities, meal and snack serving, and housekeeping.
- Assist in identifying signs and symptoms indicating physical, emotional, or behavioral change in participants and reporting these signs to the center staff and/or supervisor,



including but not limited to, any changes in skin integrity, bowel and bladder status, food/fluid intake, or changes in ambulation.

- Assure compliance with infection control, personal protection equipment, blood-borne pathogens, hazardous material handling, and fire safety standards.
- Maintain strict confidentiality of all participant information.
- Escort participants to medical, dental, optometry, rehabilitation, and other appointments as necessary.
- Attend and participate in staff meetings and participant care planning on a regular basis.
- Maintain current written records, indicating ongoing documentation of services provided, reassessments of changing needs, and participant's expressed wishes.
- Prepare and submit timely written reports as required.
- Maintain confidentiality of participant information.

Non-Essential Job Functions

- Attend and participate in staff meetings, in-services, projects, and committees as assigned.
- Adhere to and support the center's policies, practices, and procedures.
- Accept assigned duties in a cooperative manner; and perform all other related duties as assigned.
- Be flexible in schedule of hours worked.
- May require use of personal vehicle.

Working Conditions and Physical Demands

The working conditions and 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.

- Ability to access all areas of the center throughout the workday.
- Ability to lift up to 35 pounds occasionally, 15 pounds frequently, and 7 pounds constantly; required to obtain assistance of another qualified employee when attempting to lift or transfer objects over 25 pounds.
- Requires constant hand grasp and finger dexterity; frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling.
- Ability to communicate verbally with an excellent comprehension of the English language.



- Work is generally performed in an indoor, well-lighted, well-ventilated, heated, and air-conditioned environment.

Experience

- Minimum of one (1) year of documented experience working with a frail or elderly population.
- Experience in a long-term care facility or with a community-based geriatric program preferred.

Knowledge, Skills, and Abilities

- Knowledge of the principles and techniques involved in relating to frail elderly persons.
- Skill in communicating with participants, their families, and other staff members; ability to establish a helping, trusting relationship with participants.
- Demonstrates sensitivity to the needs of older adults as evidenced by a caring approach, patience in providing care, and responsiveness to participant requests.
- Ability to follow directions, verbal and written instructions, and adapt work schedule under supervision.
- Ability to follow through with instructions and directions provided by supervisor, RN, QAPI coordinator, primary care physician, and/or medical director.
- Ability to utilize appropriate safety measures when providing care.
- Ability to relate to the public and governmental agencies in a pleasant, patient, and professional manner.
- Ability to work effectively and harmoniously as part of an interdisciplinary team, the elderly, providers of services, and peers in particular.
- Well organized, dependable, flexible, and resourceful.

Education and Certification

- Must possess, as a minimum, a GED or high school diploma.
- Must have completed an accredited Medical Assistant Course with Certificate of Completion
- Is medically cleared for communicable diseases and has all immunizations up-to-date before engaging in direct participant contact.