



Certified Medical Assistant (CMA) or Licensed Practical Nurse (LPN)

JOB DESCRIPTION

Department: Client Services

Reports to: Nurse Practitioner

FLSA Classification: Hourly

Status: Full-Time

**Must be available to work Tuesday evening until 7:30pm*

Supervision

Will be under the supervision of the Nurse Practitioner

Supervises

Non-supervisory role

Qualifications:

1. CERTIFIED MEDICAL ASSISTANT OR LICENSED PRACTICAL NURSE.
2. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior and is accountable to a local Bible-believing church.
3. Exhibit strong commitment to the sanctity of all human life.
4. Be committed and live by Biblical sexual ethics. Specifically, abstinence outside of marriage and fidelity within marriage.
5. Agreement with Choices' Statement of Principle, Statement of Faith, Mission Statement, and policies of the organization.
6. Be dependable, punctual, and committed to the ministry of Choices.
7. Strong organizational, problem solving and administrative skills.
8. Ability to handle client and patient information with confidentiality and sensitivity, respecting and promotion patient rights.
9. Excellent listening, verbal, and written communication skills.
10. Ability to carry out responsibilities with little or no supervision and complete tasks as requested.
11. Ability to communicate the vision and mission of Choices with clarity and represent Choices' values.
12. Ability to work with a multi-generational staff and be a unified, committed team player.

Administrative Duties:

1. Responsible for opening/closing the lab as assigned (cleaning, stocking, opening/closing Pathgroup Connect, etc.)
2. Laboratory procedures including Occupational Safety and Health Administration (OSHA) guidelines; quality control methods.
3. Welcome and greet patients, clients, and guests with warmth and sensitivity.
4. Assist with administration and flow of patient appointments, such as notifying appropriate staff or volunteers of patient or male client arrival, accuracy and completion of patient documents, chart documentation, scheduling patients next appointment at departure (if applicable), etc.
5. Oversee the organization/tidiness, cleanliness, efficiency, and supplies of the MS bathrooms and lab. Assist with other areas as needed: reception, lobby, MS bathrooms, volunteer room, etc.
6. Respond to phone, email and text messages regarding appointments, follow-ups, and medical questions.
7. Fulfills environmental responsibilities as assigned that may include setting up instruments and equipment according to department protocols; cleaning exam/procedure rooms, instruments, and equipment between patient visits to maintain infection control; cleaning/sterilizing according to scheduled maintenance procedures and keep appropriate records; sorting/storing supplies; and restocking exam/procedure rooms.
8. Inventory medical supplies needed and make requests for purchases as per Choices' policy.
9. Play an active role in team and individual meetings to promote the best medical care for patients and support for medical volunteers.
10. Responsible for sending/receiving patient medical records; obtaining lab/x-ray reports, hospital notes, referral information, etc.; completing forms/requisitions as needed.
11. Assist in the expansion of the referral list by researching/contacting potential partnerships.

Medical Services Duties and Responsibilities:

1. Fulfilling patient care responsibilities as assigned that may include: checking schedules and organizing patient flow, accompanying patients to exam/procedure rooms, assisting patients with collecting specimens, preparing for exam, collecting patient history, performing screenings (urine pregnancy testing/STI testing) per provider guidelines, assisting provider/nurses with various procedures, appropriate charting, relaying instructions to patients/families, answering calls and providing pertinent information, following up with patients according to their Plan of Care (POC), and assisting the Medical Services Coordinator in sharing Choices' classes/events with patients.
2. Fulfills clinical medical assisting responsibilities according to TN state law and adhering to the MA/LPN scope of practice, which may include checking vital signs, physical examination preparations, clinical pharmacology, drug administration through various routes including injections; prescription verifications with providers orders; biohazard waste disposal and monitoring
3. Regularly see patients and educate on abortion, adoption, sexual risk avoidance, STI's, as appropriate; provide emotional/spiritual support as needed.
4. Audit patient files for accuracy. Review and correct if necessary.
5. Proactively manage assigned projects and/or tasks.
6. Lead in the training of medical lab volunteers - training new volunteers, providing daily support, and ensuring that our MS volunteers have what they need to provide the best support care for Choices' patients.

Family Services Duties:

1. Encourage patients to participate in the Earn While You Learn educational program.
2. Cross train to perform all Family Services functions as requested (Bright Course, Earn While You Learn, knowledge of Baby Boutique/Baby Bucks).

General Staff Duties:

As requested by Executive Director, Client Services Director or your Supervisor:

1. Attend staff meetings.
2. Attend on-going training and conferences (may require travel).
3. Attend Choices events and other events as needed.
4. Participate in representation to churches and organizations.
5. Take an active role in the organization's network strategy, including hosting a table at the annual Choices Fundraising Banquet.
6. Commit to be an active learner, staying educated about life issues and as well as professional development.

If interested, please send your resume to Brooke Nichols, Medical Services Manager, at bnichols@choiceschattanooga.org.

Last Modified: 04/03/2023