



POSITION DESCRIPTION

Department:	Campus Health & Wellbeing – Health Services
Classification Title:	Medical Assistant
Working Title:	Medical Assistant
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	

Position Summary

The purpose of Campus Health & Wellbeing is to help students achieve and maintain academic success and lifelong health and wellbeing by providing timely and appropriate primary and acute health care, disease and injury prevention education, professional mental health, outreach, educational services and campus consultations.

Under the supervision of physicians, nurse practitioners, physician assistants, registered nurses, and licensed vocational nurses, the Medical Assistant performs numerous technical medical services, including administering medication, employing a variety of means, including injection, for which they have received specific training. Services provided by CSU student health centers include, but are not limited to, primary medical care, counseling and psychological services, and sexual health education and support (including provision of medication abortion services). Medical assistants may coordinate onsite implementation of SB 24 legally mandated medical abortion services.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions

Daily

90%

1. Perform a variety of standard test and medical technical services not requiring a licensed professional, but for which the incumbent has specific training, such as vision screening, audiometry and hearing tests, electrocardiograms, peak flow testing and spirometry, removal of sutures and bandages, removal of casts and splints and other external devices, ear lavage, specimen collection by non-invasive techniques, and CLIA-waived testing ordered by a physician or other clinician.
2. Assist practitioners in the delivery of such health care services as examinations, clinical procedures, and medical treatments.
3. Perform phlebotomy, which entails drawing blood by skin puncture or venipuncture to provide samples for clinical analysis and testing. If an incumbent is performing phlebotomy outside the defined scope of practice for Medical Assistants, appropriate phlebotomy certification may be required by the State of California.
4. Support clinic administrative and clerical functions and perform other related duties within scope of practice, as defined by the Medical Board of California.
5. Administer medication or immunization by intramuscular, intradermal, or subcutaneous methods, as well as orally, sublingually, or other methods; a licensed professional must verify medication dosage.
6. Provide sexual health education, counseling and care, including administration of medication abortion services.
7. Perform TB skin tests, measure and describe results, and refer for interpretation.

8. Order clinical supplies and maintain inventory, including checking of expiration dates. Coordinate equipment maintenance and repair.
9. Keep current with the medical assisting field and maintain competencies relative to the scope of practice.

Related Job Functions

As Needed

10%

1. Perform other job-related duties and special projects as assigned.
2. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

Required Education, Experience, and Credentials

Education and Experience:

- High school diploma or equivalent or combination of education and experience which provides the required knowledge and abilities.

Licenses, Certificates, Credentials:

- 1) Possess a certificate of completion from an accredited and approved medical assisting program through the Department of Education or Bureau for Private Postsecondary Education within the Department of Consumer Affairs or equivalent, the supervising CSU physician must verify competencies;
- OR 2) Completion of in-house campus-training program developed according to the guidelines established by the Medical Board of California. A CSU physician must document and certify in writing that the formal training and clinical practice hours required by the Medical Board of California to perform the duties of a Medical Assistant have been completed successfully.
- Basic life support (or higher) cardiopulmonary resuscitation and automated external defibrillator (CPR/AED) certification for Healthcare Providers (by date of hire).

Required Skills, Knowledge, and Abilities

1. Possess working knowledge of daily clinic operations; aseptic techniques and requirements.
2. Working knowledge of the uses, application, and proper operation of various medical supplies and equipment used in performing the duties described above.
3. Working knowledge of California laws and regulations pertaining to medical assistants.
4. General knowledge of anatomy and physiology appropriate to the duties assigned. Understanding of the potential hazards or complications resulting from administering medications and how to initiate emergency procedures.
5. Ability to demonstrate proper techniques in administering medications in a variety of manners including intramuscular, intradermal, or subcutaneous methods and by inhalation.
6. Competency in performing assigned medical technical support services such as the standard tests and limited procedures described above.
7. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
8. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
9. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
10. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.

11. Thorough knowledge of English grammar, spelling and punctuation.
12. Ability to interpret, communicate and apply policies and procedures.
13. Demonstrated ability to maintain a high degree of confidentiality.
14. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
15. Thorough knowledge of applicable professional ethics and standards.
16. Good computer skills and proficiency with a variety of computer applications including word-processing, on-line systems, Internet as well as online calendaring and email.
17. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures

Preferred Qualifications

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Possession of a valid certification as a Certified Phlebotomy Technician I, as defined by the California Department of Health Services, which permits the incumbent to perform skin punctures and venipuncture.

Special Conditions

- Must be able to lift up to 35 pounds to maneuver patients.
- Must be willing to travel and attend training programs off-site for occasional professional development. Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

INCUMBENT: I have read this position description and understand its contents.

INCUMBENT NAME	SIGNATURE	DATE
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

SONDRA WILLIAMS,
CLINICAL SERVICES DIRECTOR

IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

TINA HADAWAY-MELLIS
AVP FOR STUDENT AFFAIRS
HEALTH AND WELLBEING

DEPARTMENT HEAD NAME AND TITLE	SIGNATURE	DATE
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HUMAN RESOURCES USE ONLY

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: Medical Assistant
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 8148/1
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: R02
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: N/A
<input type="checkbox"/> COI Position		Classifier Initials: LD
Recruitment Number: _____		Date: 7/12/24