Clinic Assistant Job Description

Mission: Kachemak Bay Family Planning Clinic provides broad access to reproductive health care services and education in a supportive and empowering environment. The R.E.C. Room facilitates healthy relationships, health education and healthy choices for youth in Homer.

KBFPC Core Purpose: Accessible reproductive health services

KBFPC Core Values: Empowering (respectful) Accessible & Inclusive (compassionate) Evidence based (progressive, professional)

Reports to: Clinic Manager Date: July 2019
Classification: Non-exempt Status: TBD (30-40 hrs/wk) from $18/hour

Job Summary: This position is responsible for providing services and support for clinical functions; sexual and reproductive health education and counseling that is client-centered and evidence-based, in accordance with KBFPC clinical protocols, program guidelines, and national standards of practice. Provides trauma-informed care that is respectful of cultural and sexual diversity, and recognizes the client as a full partner in decision making, ensuring confidentiality, mutual trust, and respect.

Essential Functions:

I. Routine tasks
- Reception, appointment scheduling, reminders, and follow-up notices
- Scanning, photocopying, filing
- Medical records: receipts and requests of Release of Information
- Supply procurement, receiving and inventory
- Billing programs, clients, insurance companies, reconciling payments received
- Cleaning when needed or as directed: sweep/vacuum, dishes, straightening waiting & exam rooms, especially before clinic days
- Set up and clean exams rooms, restroom, and lab areas, throughout day and at end of day; ensure readiness for following day
- Processing and preparing medical instruments for procedures
- Out-of-office duties: post office, supply runs, etc.

II. Client Service Provision
- Work with Clinic Manager to maintain positive client flow
- Intake for appointments with KBFPC clinicians: client’s reason for visit, medical history, vitals
- Complete required laboratory testing and requisitions for clinical exams
- Accurate data entry, charting for client visits in electronic health records, clinical database
- Pregnancy testing, options counseling using non-directive techniques
- STI-testing including handling testing samples and providing client education
- Contraceptive information and education, using approved materials
- Emergency contraception & Quick-Start contraception counseling and provision
- Counseling and education regarding other preventive health services, as directed and according to established protocols

III. Other regular or occasional duties as assigned by Clinic Manager or Executive Director, including:
- Developing or updating clinic forms and educational materials—working collaboratively with Clinic Manager and staff as well as independently
- KBFPC Fundraisers—assistance with promotion, organization, tasks; participation setting up, during event and clean-up.
- Collaboration with Youth Program Manager and youth programs, integrating community and school-wide reproductive health education with on-site client education and counseling
- Outreach within community—participation in health fairs, community events, recruitment of clients into KBFPC services (in collaboration with Community Outreach Team and ED)
• Miscellaneous ED assistance as needed, including website or newsletter etc.
• Participate in professional educational conferences as appropriate and when available

General Information:
The employee must be able to work in a fast-paced environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands and to seek supervisory assistance as appropriate. Any description of work is a picture of the major responsibilities of a position at a given point in time. Jobs are dynamic and assignments/priorities may change. The primary purpose of this description is to outline and communicate key tasks and expectations for the position.
This description does not imply or create a contractual relationship. KBFPC is an at-will employer.

Qualities for successful employment at KBFPC:
• Commitment to and motivation to learn about reproductive health issues, women’s, men’s and adolescent health, contraception, STDs/HIV, relationship issues including sexuality, domestic violence and sexual assault
• Ability to function well as a team member – working collaboratively and effectively with other staff and supervisors
• Non-judgmental disposition; ability to set aside one’s personal values in order to provide client-centered support
• Commitment to non-directive counseling – demonstrating a strong sense of appropriateness around sensitive issues in order to educate others about STDs, HIV, contraceptives, relationships, and pregnancy options with high level of integrity
• Excellent grasp of the importance of confidentiality, including commitment to respect individual values, privacy and boundaries
• Good rapport with people; excellent one-on-one communication skills, including active and reflective listening, ability to make others feel comfortable in stressful situations
• Equally comfortable with paperwork and people-work; ability to frequently move back and forth between clerical/structured/routine tasks and client-centered nonjudgmental reproductive health counseling
• Work in coordination with and take directives from Clinic Manager, supervisor of this position
• Ability to manage multiple interruptions and maintain focus on tasks
• Organized, efficient, thorough, quick-thinking, sharp, strong multi-tasking ability
• Highly attentive to detail—especially as relates to data entry, logs, client data, etc.
• Strong initiative – able to jump in confidently with minimal training
• Comfort with developing new systems, protocols, researching unknowns
• Strength of character to maintain positive outlook through long and busy hours on clinic days
• Comfort with ambiguity – good instinct as to best practice when making decisions or encountering unfamiliar ideas/situations
• Non-defensive and open to feedback, non-territorial
• Flexibility to do jobs not always in the official “job description”
• Desire to be part of high quality, client-centered, non-profit health care services
• Availability approximately 30-40 hours/wk, sometimes more (or less) if necessary
  • Can work weekdays, and occasionally evenings (til 6:30 or so) on clinic days
  • Be available for out-of-town trainings or conferences occasionally

KBFPC subscribes to the following beliefs:
All health care should reflect respect for the dignity, worth, confidentiality, autonomy, and individuality of each human being;
• preventative health is the first priority
• individuals have an active part in their health care; and
• HEALTH is to be considered a state of complete physical, mental, and social well-being and not merely the absence of disease. (World Health Organization).