



The Health Education Learning Project is seeking two full time **Medical Assistants** for our HELP Center for LGBT Health and Wellness locations. This role will include phlebotomy, lab specimen processing and direct client interactions. Applicants who are bilingual English and Spanish are highly desired. This is a benefits eligible position.

## **Duties and Responsibilities:**

- Interacts respectfully with patients to acquire blood and urine samples
- Phlebotomy and lab specimen processing, preparing, labeling, and submitting swab/urine samples to external labs
- Performs lab technologist and/or phlebotomy services during clinic hours of operation
- Assists Center Coordinator in supervision of phlebotomy volunteers/trainees
- Work with Coordinator and Practitioners to maintain center policies and procedures.
- Utilize and promote infection control measures and universal precautions
- Assist with maintaining medical supply inventories
- Ensure well-being of patient in the lab
- Maintain a system of confidentiality according to HELP's policies and HIPAA guidelines
- Fosters teamwork within the clinic

## **Required Qualifications:**

- Certified as a Registered Medical Assistant (RMA), Medical Assistant (CMA)
- Working knowledge of infection control and universal precautions
- Must work effectively with practitioners, staff, volunteers, patients, and community partners
- Ability to deal effectively with stress relating to the changing organizational, personnel, and healthcare environment
- Adept at acquiring and processing lab specimens
- Comfort with issues related to LGBTQ communities and sexual health
- Must demonstrate good communication skills, written skills, interpersonal skills, and have professional demeanor
- Ability to work early evening and/or weekend hours

## **Preferred Qualifications**

- Bilingual English and Spanish is highly desired
- 2+ years direct patient care experience
- Familiarity with testing performed in HELP's CLIA-waived laboratory
- Experience in STD clinics, working with patients on sexual health issues
- Experience working in community health settings