

MEDICAL ASSISTANT

Sexual and Reproductive Health Program Recruitment #2106-2100-001

List Type	Original
Requesting Department	HEALTH-PUBLIC HEALTH SERVICES
Open Date	6/18/2021 3:32:00 PM
Filing Deadline	7/9/2021 11:59:00 PM
HR Analyst	Nola Nelson

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INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

The Medical Assistant assigned to the Milwaukee Health Department's (MHD) Sexual and Reproductive Health Program functions as part of a multi-disciplinary team providing support to clients of the Sexual Health clinics.



ESSENTIAL FUNCTIONS

Client Service and Administrative Support

- Perform client intake and registration, including completion of all requisite forms.
- Conduct client history, including vaccinations and reason for visit.
- Provide clinical support to the public health nurse(s) and sexual and reproductive health provider, including preparing supplies and rooms for clinical exams and managing inventory.
- Take and record vital signs; collect and document specimens for STI/ HIV screening tests, including providing finger stick and/or urine collection and phlebotomy.
- Provide vaccination education and administer vaccinations.
- Provide referrals to Healthcare Access programs and related health education.
- Schedule follow-up services and provide telephone or text reminders.
- Update and maintain client records, per clinic protocol.

- Perform client contact relative to test results and related return appointments for treatment.
- Perform data entry into clinic-specific, state and national databases.

STI/HIV Prevention and Family Planning

- Provide clients with accurate, evidence based comprehensive information about contraception methods available at both Keenan Health Center and Southside Health Center.
- Assist clients in making referrals to other providers for methods of contraception not currently offered by MHD.
- Provide on-site, client-centric and efficient Family Planning Only Services (FPOS) enrollment.
- Under the direction of the nursing staff, provide Emergency Contraception, dual protection kits, and contraceptives in advance of examinations at the South Side Health Center (SSHC) and the community partner location.
- Provide low cost/no cost Long-Acting Reversible Contraceptive (LARC) services for all clients in need through the LARC partnership.
- Provide education and counseling of clients at risk on ways to avoid STIs through changes in sexual behaviors and the use of recommended prevention services.
- Assist in the follow up of clients and sexual partners to assure adequate treatment for STIs.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- Work standard hours are 8:00 a.m.-4:45 p.m. Monday through Friday; however, on rotating Mondays and Thursdays, the schedule is 10:45 a.m.-7:30 p.m.
- Occasional weekend and evening hours may be required.
- Must be willing to travel between and/or work at both the Keenan and South Side Health Centers.
- Must wear industry related personal protective equipment (PPE) such as gloves, facemask or face shield.
- Must pass a TB skin test annually. Must be able to lift and move up to 30 lbs.
- While performing the duties of this job, employees may be exposed to infectious agents or toxins.

MINIMUM REQUIREMENTS

1. Associate degree from an accredited Medical Assistant program or related field from an accredited college or university.

--OR--

Two years of experience as a medical assistant performing duties related to essential functions above.

Equivalent combinations of education and experience may also be considered.

2. Valid driver's license and use of a properly insured automobile* for use on the job at time of appointment and throughout employment. (*Automobile allowance is provided.)

IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Student copies are acceptable.

DESIRABLE QUALIFICATIONS

- Certification as a Medical Assistant, Nursing Assistant or Home Health Aide.

- Provide interpretation in Spanish, Hmong or another language.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Ability to provide medical assistance and patient health assessment in a clinical setting.
- Ability to read and interpret job-related materials.
- Ability to use job-related medical and diagnostic equipment such as blood lancets, scales and measuring boards.
- Ability to perform general clerical tasks accurately and efficiently such as filing and record-keeping.
- Ability to use a computer for data entry and basic word processing.

Client-Focus, Communication and Interpersonal

- Ability to provide effective, compassionate customer service to clients in a busy clinic setting, both in-person and on the phone.
- Effective interpersonal skills and the ability to provide services in a culturally sensitive manner.
- Ability to work cooperatively, effectively, and fairly with coworkers and residents whose background may differ from one's own.
- Ability to build and maintain good working relationships with a multi-cultural and multi-disciplinary staff, the public, and other agencies.
- Ability to speak effectively to individuals and to groups and teach and train others.
- Written communication skills in order to accurately document patient information such as case notes, treatment and care plans, and produce written reports and job-related correspondence.
- Ability to engage with and maintain good relationships with patients, clients and families.

Judgement and Responsibility

- Ability to maintain confidentiality of health related and sensitive information.
- Ability to work under pressure and handle multiple and changing priorities.
- Ability to perform work duties with professionalism, honesty, and integrity.
- Ability to work under pressure and to handle multiple and changing priorities.

CURRENT SALARY

The salary range (PG 5CN) is **\$34,067-\$40,688** annually, and the resident incentive salary range for City of Milwaukee residents is **\$35,089-\$41,908** annually. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

BENEFITS

The City of Milwaukee provides a comprehensive benefit program which includes:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/der/benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations and the Milwaukee Health Department reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FLING DATE - The examination will be held as soon as practical after **Friday, July 9, 2021**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- Applications and further information may be accessed by visiting <https://www.jobapscloud.com/MIL/>
- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

EEO=501

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.