



POSITION ANNOUNCEMENT

POSITION: Medical Assistant – Counseling Center

LOCATION: 2750 Sutterville Rd. Sacramento, CA 95820

SCHEDULE: Monday – Friday, 8:30am-5:00pm. Evenings and/or weekends based on program needs.

SALARY: \$24.71 - \$27.80 per hour, to start

Founded in 1867, the Sacramento Children's Home is the oldest active charity in Sacramento and among the most highly respected. SCH is an equal opportunity employer who values an inclusive work environment that celebrates and recognizes the diversity of its employees. At SCH, we appreciate that having employees of many different backgrounds strengthens our organization, and we strive to create a workforce that reflects the diverse and culturally rich communities that we serve.

OVERVIEW: The Medical Assistant is responsible for supporting the psychiatric needs of clients enrolled at the Counseling Center (CC) and the Full Service Partnership Wraparound (FSPW) program. The Medical Assistant carries out duties on behalf of the programs and the assigned psychiatrist and acts as the liaison for the psychiatrist. This position accesses and utilizes confidential information and must maintain the program and agency's standard of strict confidentiality.

DUTIES:

1. (90%) Psychiatry Medication Support

- Initiates and completes prescription drugs prior authorization requests.
- Understands health insurance medication formularies and is aware of ongoing changes.
- Serves as a liaison between the lab, client/caregiver and psychiatrist as appropriate.
- Provides accurate documentation and data as required by the assigned health insurance.
- Pursues prior authorization approval from health insurance by providing required documentation and maintaining communication with pharmacy and health insurance.
- Schedules medication support routine appointments, intakes and coordinates follow-up appointments of clients meeting contract timelines.
- Administers identified vital signs for clients as needed.
- Supports completion of required lab tests as ordered by the psychiatrist.
- Communicates instances when clients have had psychiatric hospitalizations, coordinates receipt of discharge paperwork, schedules follow-up appointments within timelines outlined in county contracts.
- Gathers paperwork and needed information for initial psychiatric appointments.
- Provides ongoing communication and coordination between program staff, clients, family, primary care physicians and psychiatrists.
- Keep track of any psychiatry and paperwork-related deadlines to ensure that deadlines are met.
- Verifies coverage and benefits on pharmacy and health insurance plans.
- Assists medication refills and coordination of care as directed.
- Supports client needs by responding to medication requests in a timely manner.
- Prepares prescribing psychiatrists' statement packets and faxes to Sac County Psych Med Coordinator/County Workers for processing of JV220s in a timely manner.
- Tracks and distributes granted JV220's within agency.
- Performs medical related duties as assigned.
- Responds to pharmacy requests in a timely manner to prevent lapses in client medications.
- Provides clerical/administrative support as needed.
- Communicates with primary care physicians (with completed consent to release forms) as follow-up to psychiatrist requests for information or additional services to be communicated and/or ordered.

- Provides support to client/caregiver in medication education, compliance, etc. in coordination with psychiatrists and within scope of practice.
- Maintains ongoing communication with, including, but not limited to, psychiatrists, clients, legal guardians, pharmacies, health plans, Medi-Cal, and treatment team.
- Generate reports and other information requested on a scheduled/as needed basis.
- Contacts pharmacies and follows up on challenges with medication prescriptions.
- Provides reminders to clients/caregivers regarding appointments.
- Schedules Medi-Cal transportation of clients/caregivers to psychiatric appointments as needed.
- Works with clients and caregivers to ensure linkage to a Primary Care Physician and/or specialty health providers per contract timelines.
- Assists clients/caregivers with following through and telehealth appointments and troubleshoots any tech-related challenges with telehealth appointments when needed.
- Provide other support on an as needed basis.

2. (10%) Other Duties

- Follows all program and agency policies and systems.
- Participates in applicable Counseling Center, FSPW and agency meetings, trainings, supervision, case conferencing, etc.
- Provides accurate and timely documentation of all information and services in client's SmartCare EHR.
- Coordinates client/family needs with treatment team.
- Performs other duties as assigned.
- Provide support to Program Assistants when needed.

Knowledge, Skills and Abilities:

- Must be able to read, write, speak and understand the English language.
- Able to report to work on a regular and reliable basis.
- Knowledge and understanding of the needs of individuals receiving mental health services
- Skill and ability to check health insurance eligibility and formularies.
- Knowledge of medical terminology.
- Skills to communicate effectively with the ability to solve problems in a collaborative manner.
- Knowledge of psychotropic medication, reactions, uses and side effects.
- Skill to listen attentively to clients, families, co-workers and supervisors.
- Excellent organizational and time management skills.
- Knowledge of basic mathematics, including addition, subtraction, division, and multiplication.
- Basic knowledge of Microsoft Word, Excel, Outlook and the Internet.
- Ability to relate to children in a nurturing and respectful manner.
- Ability to establish and maintain appropriate boundaries with children and families.
- Ability to work cooperatively with a culturally, economically and/or ethnically diverse client and staff population.
- Knowledge of child abuse issues and reporting mandates.
- Sensitivity to the cultural diversity of clients and employees.
- Ability to represent SCH values and principles in a variety of settings.
- Ability to maintain positive working relationships in a respectful and collaborative manner.
- Ability to effectively manage stressful situations and respond to crisis in a timely and appropriate manner.
- Able to work cooperatively with a diverse group of staff and clients.
- Able to deal with volatile situations involving clients.
- Able to work in various offices and community locations.
- Provide services at times to meet the needs of youth and families to include evenings and weekends.

QUALIFICATIONS: Driving is an essential function of this job, and as such, employees in this position will be required to furnish their own vehicle to be used in the course of employment. A valid CA driver's license and minimum insurance coverage are required.

Must be 21 years of age or older.

Education and Experience:

A high school diploma or general education degree (GED) is required.

Medical Assistant certification from a certified institution is required.

Two (2) years of office/clerical experience is required, including at least 1 of those years providing medical assistant duties.

Licenses, Certifications, Registrations:

CPR certification preferred or obtained within agency-required timeframe.

Physical/ Psychiatric Requirements:

The physical demands listed below are representative of those required to successfully perform the essential functions of this position. Employees in this role must be able to:

- Maintain regular and reliable attendance, including consistent work schedule adherence, and timely communication regarding absence or schedule changes.
- Requires constant lifting and carrying of materials and equipment, including often handling of items weighing up to 10 pounds and occasionally lifting and carrying of items weighing up to 20 pounds.
- Requires constant pushing and pulling of materials, equipment, or supplies weighing up to 10 pounds and occasionally weighing up to 20 pounds.
- Constant use of fine motor skills, including grasping, handling, and repetitive hand movements.
- Constantly reaching outward, over head and over the shoulder.
- Constantly walking on normal surfaces and occasionally walking uneven surfaces while performing essential job duties.
- Occasionally bending and standing throughout the workday.
- Constantly sitting, kneeling and squatting throughout the workday.
- Constant visual and auditory awareness is required to observe participants, monitor environments, respond to changing situations, and communicate effectively with clients, families, and staff.
- Requires occasional driving to perform essential job duties and travel between work-related locations as needed.

Must be able to perform the essential functions of the position with or without reasonable accommodation.

BENEFITS: Excellent benefits package including medical, dental, vision, life and accident insurance, short and long-term disability plans, retirement plan with company match, paid vacation, sick leave, 11 paid holidays, tuition reimbursement, professional development and career advancement opportunities.

TO APPLY: Qualified employees must submit a completed Request for Promotion or Transfer form along with their resume to Human Resources. External candidates must complete our on-line employment application available at www.kidshome.org/careers.

PLEASE NOTE: Non-SCH employees who are made an offer of employment will be required to pass a post-offer, pre-employment background process that includes passing a drug test, including marijuana. Applicants who do not pass any part of this pre-employment process will have their offer of employment rescinded.