

Primary Care Medical Assistant (9253C) University Health
Services 75017
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=251648>

Downloaded On: Jan. 18, 2025 5:48am

Posted Jan. 15, 2025, set to expire May 14, 2025

Job Title	Primary Care Medical Assistant (9253C) University Health Services 75017
Department	University Health Services
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jan. 15, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Health Sciences - General
Apply Online Here	https://apptrkr.com/5928276
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Job Description	

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About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.



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We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). Our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

Departmental Overview

University Health Services (UHS) serves the campus by providing a comprehensive campus-based health center providing fully accredited primary medical care, counseling and psychological services and innovative health promotion programs for students, faculty and staff. The UHS provides on campus medical and mental health care and coordinates off-campus care through a network of community specialists and hospitals. Departments serving students include general medical, speciality and urgent care clinics, counseling and psychological services, laboratory, pharmacy, physical therapy, radiology and health promotion. In addition, the UHS administers a major medical insurance plan, the Student Health Insurance Plan. UHS provides services to students Monday through Friday from 8:00AM to 6:00PM and on weekends.

Approximately 65,000 visits occur annually including Primary Care, Urgent Care, Occupational Health, and Specialty Clinics. Services are designed to enable students to get the most from their educational experience, minimizing the impact of illness, injury and emotional distress on their academic careers. Medical care and wellness programs for faculty and staff are designed to meet their occupational health needs and minimize lost work time. These visits generate ancillary encounters with the Radiology, Clinical Laboratory, Physical Therapy and Pharmacy departments. The Counseling and Psychological Services department sees an additional 15,000 visits per year.

Learn more by visiting the [UHS website](#), our [strategic plan](#), and our [UHS values](#).

Application Review Date

The First Review Date for this job is: 12/27/24. This job will remain open until filled.

Responsibilities

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Clinic Reception:

- Greets patients, verifies eligibility, accurately completes registration of patients and verifies that compliance forms are complete.
- Schedules/reschedules patient appointments, using a computerized appointment system to maximize clinic efficiency. For Specialty Clinic: Schedules appointments for the speciality physicians.
- Able to set priorities in balancing clinical operations/clinician support with administrative duties.
- Directs or escorts patients as necessary. Assures that patients leaving the area have appropriate instructions, forms and referral information.
- Reviews incoming faxes and distributes to appropriate clinical personnel to handle.
- May assist with running and clearing weekly unresolved appointments.
- Assists with submitting tickets to IT for kiosk or computer issues.

Intake and Checkout:

- Documents chief complaint, and all patient interactions according to established guidelines.
- Takes vital signs and rooms patient as per unit guidelines.
- Documents findings and reports abnormal findings to RN or clinician.
- Instructs patient in specimen collection and performs specific testing as defined by assigned unit., i.e. check visual acuity using Snellen chart and urine dipstick, etc
- May assist with examinations and procedures, using sterile techniques as indicated.
- Reviews after visit summary and assures the client receives appropriate paperwork before they leave.
- Assures that patients leaving the area have appropriate instructions, forms and referral information.
- Assists in maintaining smooth clinic operations and optimal patient flow: demonstrates initiative in carrying out duties. Notices issues with and offers solutions to workflow issues.
- Handles the advice line, answering more complex questions and referring as necessary. Does not include triage, assessment or advice.
- Schedules/reschedules patient appointments, using a computerized appointment system to maximize clinic efficiency. For Specialty Clinic: Schedules appointments for the speciality physicians
- Swabs patients for Strep, Influenza and COVID tests, supports staffing various surveillance sites for COVID tests
- COVID related care as determined by unit

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Clinic Maintenance and Supplies

- Demonstrates ability to use equipment correctly and safely. Notices and reports any problems with equipment.
- Performs maintenance on equipment as required.
- Keeps inventory of supplies and restocks in assigned area, as needed, including patient education material. May be responsible for ordering clinic supplies.
- Unpacks and shelves goods received: must be able to lift supplies.
- Cleans and stocks rooms in assigned areas as per protocol.
- Processes contaminated articles, prepares packs for sterilization and sterilizes equipment as needed and per infection control guidelines.

Other duties as assigned. Professional and career development: staying up to date on required trainings, latest trends, policies/procedures and best practices.

Required Qualifications

Education

- Graduation from high school (or GED) and one year appropriate experience, or an equivalent combination of education and experience. Skills, knowledge and abilities essential to the successful performance of the duties assigned to the position.

Licenses/Certifications

- Current BLS/CPR certification, and Current Medical Assistant Diploma

Knowledge, Skills, Abilities

- Excellent customer service skills
- Demonstrates solid knowledge of the diverse patient groups served at UHS and the scope of services our patient groups are entitled to based on eligibility
- Excellent verbal and written communication skills
- Highly collaborative (team) employee, excellent customer service skills
- Ability to understand and follow written protocols for patient care
- Demonstrates advanced utilization of medical terminology
- Must understand and comply with HIPAA, and all regulations regarding the confidentiality of

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medical records

- Well-developed people skills and the ability to remain calm under pressure; demonstrated sensitivity to ethnic, culture and lifestyle diversity
- Must be literate with EHR systems and patient tracking
- Must be able to work in a collaborative manner
- Respects and guards confidentiality of patients and other staff Members.
- Respects rights of others. Demonstrates courteous and service-oriented behavior while establishing effective working relationships with other members of the health care team, patients and families.
- Anticipates interpersonal conflict and intervenes to promote resolution of conflict; deals with conflict on a one to-one basis.
- Requests and accepts constructive criticism.
- Shares knowledge in a constructive manner.
- Attends staff meetings and keeps abreast of current issues when not able to attend.
- Actively participates in discussion of problem identification and resolution.
- Demonstrates punctuality to work and required meetings. Maintains good attendance and follows call-in policy as per UHS and unit guidelines
- Demonstrates responsibility and accountability for own practice.
- Promotes collegial relationships among staff
- Demonstrates flexibility; accepts assignment willingly or discusses concerns with supervisor/team leader.
- Coordinates and collaborates with other members of the team to meet unit/UHS goals.
- Demonstrates knowledge of and applies safety principles as identified by UHS.
- Seeks to improve skills and knowledge and meet job related goals, via local, regional and community resources.

Salary & Benefits

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the

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range for a position. Salary offers are determined based on final candidate qualifications and experience.

- The budgeted hourly range that the University reasonably expects to pay for this position is Step 1.0 \$25.04 - Step 6.0 \$27.63
- This is a 100%, full-time (40 hours per week), career position that is eligible for full UC benefits.
- This position is non-exempt and paid bi-weekly.

How to Apply

To apply, please submit your resume and cover letter.

Other Information

- This is not a visa opportunity.
- This position has a headcount of 4.
- Your employment is dependent on obtaining and maintaining a credentialing clearance (if applicable), background clearance and medical clearance according to University Health Service policies.
- This position is governed by the terms and conditions in the agreement for the Patient Care Technical Unit (EX) between the University of California and the American Federation of State, County, and Municipal Employees (AFSCME). The current bargaining agreement manual can be found at: <http://ucnet.universityofcalifornia.edu/labor/bargaining-units/ex/index.html>

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.



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Misconduct Disclosure

As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)



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Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#) poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

University of California, Berkeley

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