

**JOB OPENING:**

**Health Care Assistant Level 2, Full-Time, Non-Exempt  
Albany & Troy Offices**

Trusted community healthcare agency is looking for a Health Care Assistant Level 2 who wants to make a difference, with a lot of energy and commitment to providing the best care possible to everyone who walks through our door!

**SUMMARY OF POSITION**

This position assists UHPP and its clinicians in the delivery of quality health care by providing excellent customer service, which will include but not be limited to, accurate medical interviews, patient education, and by assisting the clinician in the clinical area. The position is highly visible with extensive client contact.

This position is responsible to participate in UHPP's attainment in annual health center fiscal goals in revenue, expenses and contribution margin as well as meeting established benchmarks.

**General Duties:**

- Assists during medical sessions in the areas of assisting clinicians and documentation of appropriate activities
- Performs laboratory procedures including performing macroscopic exam of tissue post-abortion and the recording, reporting, referring, follow-up and transportation of specimens as needed
- Maintains asepsis and sterile technique through wrapping instruments, autoclaving, and gloving
- Assists with analgesia and sedation, including ambulatory assistance and wheelchair assistance as needed
- Performs phlebotomy and completes laboratory requisitions appropriately
- Conducts pregnancy testing and options counseling
- Performs vital signs assessment and records appropriately
- Maintains patient charts and records in accordance with clinic standards and guidelines, assuring confidentiality of all records
- Conducts patient education as it relates to each patient's specific health problem, and initiates appropriate referrals as needed
- Completes all paperwork to insure timely and accurate patient transactions
- Monitors patient flow to assure timely patient care
- Participates in quality assurance and/or continuous quality improvement activities as assigned
- Maintains current CPR Certification
- Performs duties related to maintenance and care of all areas of clinical operations and supplies
  - Prepares exam rooms for exam
  - Checks and stocks supplies and instruments as necessary
- Distributes contraceptive supplies and maintains appropriate records
- Duties also include preparation of client statistics and filing
- Maintains cleanliness and order in client services area, patient waiting areas, or other areas deemed appropriate for staff and client comfort.
- Accept individual and joint responsibility for and participate in clinic efforts to achieve:
  - Appointment show rate of 70% or higher
  - Expectation of available appointments within affiliate guidelines
  - Meeting productivity benchmark of four clinician visits per hour and six total visits per hour
  - Patient time in office 3.5 hours or less for in-clinic abortion, 1.5 hours or less for medication abortion, and 60 minutes or less for all other visits
  - Provide patient education, laboratory testing, ultrasound, and other services in accordance with affiliate policies and procedures and standards and guidelines

- Monitor waiting room and practice management system to provide feedback to supervisor of patient wait times
  - Attainment of annual clinic fiscal goals in revenue, expenses, and contribution margin
  - Participates in quality assurance activities and continuous quality improvement activities as assigned
- Ensure the good working condition of office equipment
  - Reports to the Health Center Manager, any safety or maintenance concerns identified in the waiting areas and/or entrances into health centers
  - Provide relief coverage at other sites as scheduled
  - Covers evening shifts and Saturday rotations as scheduled
  - Perform all other duties as assigned

**Qualifications:**

**Education and Licensure**

- High school diploma or GED required
- Medical Assistant or CNA training required
- CPR preferred; required to be completed within 90 days of hire
- 1 year work experience in a medical office environment required
- Prior experience in a customer service position preferred

**Expectations**

- Able to communicate effectively and in a non judgmental manner or attitude to maintain strict client confidentiality
- Will physically assist a patient in distress
- Will handle multiple tasks simultaneously
- Will attend mandatory trainings which may be off site and involve travel to alternate locations
- Will accommodate a flexible schedule which may include working weekends as needed
- Able to travel to alternate work sites as needed
- Demonstrate a strong work ethic
- Attention to detail
- Professional appearance
- Able to prioritize tasks and manage time effectively
- Able to handle difficult customer service situations in a professional manner
- Electronic Medical Records experience strongly preferred
- Bi-lingual language skills preferred

This position is being posted both internally and externally. This position requires weekend hours and travel to all three health centers.

Upper Hudson Planned Parenthood offers its employees a competitive wage, benefits package, including health and dental insurance, holidays, paid time off, retirement plan, and much more in a friendly environment.

**To apply, please send your resume and cover letter to [AmyWolff@uhpp.org](mailto:AmyWolff@uhpp.org)**

*One of the fundamental beliefs guiding Planned Parenthood is that the respect and value for all types of diversity in all aspects of our organization are essential to our effectiveness and organizational well-being. We are an equal opportunity employer.*