



## Clinic Assistant

### Who We Are

Family Tree Clinic is a leader in sexual and reproductive health care in the Twin Cities and Minnesota. Founded by community activists and volunteers in 1971, our vision is to eliminate health disparities through innovative, personalized sexual health care and education for diverse needs. We work to achieve this vision through providing patient-centered health care services, community education and outreach; and through developing alliances across the state to promote sexual health and freedom in our communities. The staff at Family Tree is a team of committed, passionate, and smart individuals who work hard and are eager to learn and grow together as we provide services and education to our community.

### Core Value Statements

Commitment to furthering social and reproductive justice: striving for and demonstrating a conscious awareness of cultural markers and lenses related (but not limited) to race, ethnicity, country of origin, religion, family narrative, gender identity, immigration status, gender presentation and expression, sexual orientation and expression, mental and physical ability, size, class, and age; sex positive; striving to center justice lenses in our daily work and long-term goals

Mission-focused: conveying passion for our mission with an understanding that our work evolves over time, and that there are many ways we accomplish our collective goals; supporting a workplace environment that is in service to our mission

Collaborative and accountable: being mindful of our differences and striving for self-awareness; accountable to colleagues, patients, clients and community members; acknowledging of one's own mistakes and striving to learn from them; supportive of ongoing learning

Direct and respectful: being honest, candid and straight-forward in a way that acknowledges the power of our words; assuming the best intentions when engaged in difficult conversations; conveying respect for each other and our clients; upholding workplace standards and Family Tree's mission in all of our interactions

### Position Summary

The Clinic Assistant is a key Family Tree Clinic team member and will work to further our mission, vision, and values through providing direct service to our patients and supporting our medical and administrative staff in our brand new building in Minneapolis. The Clinic Assistant duties include working at the clinic front desk answering phones, scheduling patients in the NextGen practice management system, checking patients in and out for appointments, and answering patient inquiries.

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### Primary Duties:

#### Independent responsibilities:

- Check in patients for in-person and telehealth appointments, and provide and process appropriate paperwork.
- Check out patients and accept and record payments, and sell over-the-counter supplies.
- Utilize the NextGen EHR software to schedule appointments, facilitate communication between patients and medical staff, and check patients in and out.
- Handle patient questions and inquiries in person, online, and over the phone.
- Verify insurance and/or billing options with patients, set up payment plans.

#### Collaborative responsibilities:

- Participate in check-ins with supervisor, staff meetings, caucus meetings, and other departmental or organizational meetings, training, and in-services.
- Assist with training as requested.
- Participate in organizational trainings, workshops, and meetings focused on racial justice & anti-oppression as able

### Additional Duties (not a complete list):

- Perform additional tasks and responsibilities as assigned

### Qualifications:

#### Preferred Qualifications:

- Experience with Electronic Health Records (i.e. NextGen).
- Language skills in ASL, Spanish, Somali, Oromo, Hmong or another language common in the Twin Cities preferred.
- Experience working with queer and trans communities; familiarity and comfort with chosen names and varied gender pronouns.

#### Required Qualifications:

- Strong attention to detail, organizational skills, and ability to manage multiple tasks.
- Strong computer and software skills.
- Ability to work effectively in a mission-driven agency whose clients and staff exhibit significant diversity with respect to race, ethnicity, sexual orientation, gender identity, socio-economic status, nationality, and religion to ensure a positive experience for all.
- Ability to work independently utilizing a high degree of problem-solving skills and to work collaboratively in a team setting.
- Ability to learn independently and through reading.
- Ability to maintain client confidentiality.

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- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression is required. This includes participating in organizational trainings, workshops, and meetings focused on racial justice & anti-oppression as able.

To help ensure the health and safety of our patients, clients, students, and staff, Family Tree requires all employees be fully vaccinated against the COVID-19 virus. All new employees are required to be either fully vaccinated, have received their first dose, and/or have received a booster shot within 2 weeks of hire. If you have questions about the vaccine policy, please contact our HR department at [dangelucci@familytreeclinic.org](mailto:dangelucci@familytreeclinic.org). Exceptions may be made for medical reasons and/or genuinely held religious beliefs.

### Salary & Benefits:

Starting hourly wage is \$19.00 or higher based on experience and qualifications beyond what is required in the job description.

This is a benefits-eligible position, with paid holiday, vacation and sick time, and 2% employer matched 401k. Full time benefits including medical insurance, dental insurance, vision insurance, life insurance and long-term disability insurance are available if working 25 hours a week or more.

### Hours:

Family Tree Clinic is open to patients Monday through Saturday.

This round of hiring is looking for applicants who are interested in working 28-35 hours per week, and are able to cover closing shifts and every Saturday.

### Supervisor:

The Clinic Assistant position is supervised by the Front Desk Manager.

### Typical Working Conditions:

- Conditions typical to an office environment including sitting or standing at workstation and in meetings, viewing computer screens, lifting up to 30 pounds.
- This position is expected to work on-site in a clinical & office environment.
- Hazards common to clinical and educational environments including potential exposure to communicable diseases.

### How To Apply

To apply, **please submit a resume and cover letter** explaining why you are interested in the Clinic Assistant position to Ari Kelley (they/them), Front Desk Manager, at [akelley@familytreeclinic.org](mailto:akelley@familytreeclinic.org). Your cover letter should also specify if you are interested in either part time or full time work and the number of hours desired, and include a description of general availability for scheduling..

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