



## Lead 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 Lead Clinic Assistant (CA) helps to support the daily operations of the clinic in collaboration with the Front Desk Manager and Billing Associate. The Lead CA plays a key role in the onboarding and training of new hires on the CA Team. Additionally, the Lead CA monitors and delegates tasks of the CA Team, engages in process improvement to assist with patient flow, and supports specific billing processes. In addition to the Lead CA tasks, this position is also responsible for all Clinic Assistant duties. The individual in this role fosters an organizational culture that values high-quality, patient-centered care.

**Reports to:** Front Desk Manager

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## **Primary Duties**

### **Standard Responsibilities:**

- Participate in check-ins with supervisor, staff meetings, caucus meetings, and other departmental or organizational meetings, training, and in-services.
- Participate in team communication to address training and improvement needs.
- Attend organizational training, workshops, and meetings focused on racial justice and anti-oppression.
- Follow all laws regarding mandatory reporting.

### **Lead Responsibilities:**

- Assist the Front Desk Manager to ensure smooth operation of the CA Team, including delegating tasks and performing audits.
- Maintain an expert working knowledge of NextGen Electronic Practice Management System (PM), and a working knowledge of the Electronic Health Record System (EHR, and Document Management) to serve as a resource for CA's.
- Be available for patient complaints and billing questions, with the support of Front Desk Manager and Billing Associate.
- Collaborate with clinic leadership, clinicians, medical assistants, Billing Associate, and CA's to improve workflows and ensure high-quality customer service.
- Help develop and maintain training materials and processes for CAs.
- Participate in onboarding and serve as lead trainer of new CAs.

### **Clinic Assistant (CA) 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.

### **Billing Responsibilities:**

- Serve as a resource to CA's for questions regarding patient payments, insurance, and other funding programs.
- Manage patient payment plans and assist with patient's financial inquiries.
- Run daily and weekly audits of scheduled appointments to support proactive communication and insurance verification.
- Process patient applications for state funding programs, including MFFP and Sage.

### **Additional Duties:**

- Perform other duties as assigned to support clinic operations.

### **Supervisory Responsibilities:**

- This position does not have direct supervisory duties but provides guidance and training to CA Team.

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## **Qualifications Required**

- 1+ year experience working in a public facing role, preferably in healthcare (including healthcare administration, medical assistant, billing, or others).
- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression.
- Ability to work independently utilizing a high degree of problem-solving skills and to work collaboratively in a team setting.
- Ability to perform and coordinate many different tasks at one time.
- Ability to be flexible and handle interruptions.

## **Preferred**

- Language skills in ASL, Spanish, Somali, Hmong or another language common in the Twin Cities preferred.
- Customer service experience navigating conversations sensitive topics.
- Strong, documented de-escalation and conflict resolution experience.
- Experience developing and implementing training.
- Experience with Electronic Health Records (i.e. NextGen).
- Knowledge about Family Planning and LGBTQ+ healthcare needs.

## **Salary & Benefits:**

- Hourly wage range is \$21.60-\$27.00 based on experience and qualifications beyond what is required in the job description.
  - Applicants who are bilingual in ASL, Spanish, Hmong or Somali will have an additional \$1.00/hour to the base rate.
- This position is eligible for health, dental, and vision insurance as well as for paid holidays, vacation and sick time, and the 401K plan, contributions to which are matched by Family Tree dollar for dollar up to 2% of wages.
  - Annually, Family Tree Clinic has 11 scheduled holidays, 2 floating holidays, and paid vacation and sick time that each initially accrue at a rate of 3 weeks / year and increase with seniority.

## **Hours:**

- 35+ hours per week, to be split among 5 in person days in the clinic.
- Family Tree Clinic is open to patients Monday through Saturday, and this position may be scheduled for any of the clinic's open hours.

## **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**

Please submit a resume and cover letter explaining why you are interested in the Lead Clinic Assistant position to Ari Kelley (they/them), Front Desk Manager, at [akelley@familytreeclinic.org](mailto:akelley@familytreeclinic.org). Your cover letter should include a description of general availability for scheduling.

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