
 <p><b>Family Health Services Inc.</b> FAMILY PLANNING LOVESAFELY.COM</p>	
<p><b>Family Health Services, Inc.</b></p>	
<p><b>Position Description</b> <b>Certified Medical Assistant and Medical Receptionist</b></p>	
<p>630 N Cotner Blvd Suite 204 Lincoln, NE 68505</p>	

**Job Summary:**

Perform both “front-office” and “back-office” functions at the Family Health Services sexual and reproductive health clinic in Lincoln with a strong focus on customer service and accuracy. Perform all client account maintenance functions including scheduling appointments, verifying income, maintaining records, collecting satisfaction surveys, and collecting payments.

**Job Responsibilities:**

- Lead the Family Health Services clinic in compliance with the Federal guidelines for Title X funded Family Planning clinics and the organization’s policies and procedures.
- Represent the organization in a competent, professional, and ethical manner.
- Sign and adhere to agency confidentiality policy.
- Participate in training as required.
- Assist with outreach activities to reach individuals in the community as needed.
- Perform other reasonably related duties as assigned by supervisor.

**Receptionist Responsibilities:**

- Correspond with and greet all clinic visitors and employees in a professional and friendly manner (in-person and over the phone).
- Open/close the clinic and perform daily tasks as directed.
- Organize the structure of the clinic’s front office.
- Schedule appointments as needed.
- Accurately verify patient income and assign the appropriate payment level based on the sliding fee scale.
- Gather and verify all demographic and insurance information during patient registration.
- Accurately record all services provided at the end of the patient visit.
- Accurately process payments at the end of the patient visit.
- Deposit and reconcile payments.
- Encourage patients to complete a satisfaction survey at the end of the patient visit. Aggregate and report patient satisfaction survey data.
- Coordinate patient assistance program documents as needed (for example, Every Woman Matters, or medication assistance programs).
- Send patient records and orders to other health care facilities as needed.
- Maintain inventory of office supplies and order office supplies as needed.

**Certified Medical Assistant Responsibilities:**

- Review medical history and interview patients for reason for visit.
- Educate and counsel patients on:
  - a. Preferred method of birth control,
  - b. Prescribed medications,
  - c. Lab results,
  - d. Pregnancy test results,
  - e. Positive health practices during pregnancy,
  - f. Sexually transmitted disease, including HIV, results,
  - g. Pap smear results, and
  - h. Other relevant medical conditions as directed by the medical provider or per organization policy.



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**Position Description  
Certified Medical Assistant and Medical Receptionist**

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Suite 204  
Lincoln, NE 68505

- Perform laboratory procedures, including height, weight, temperature, blood pressure, urine analysis, pregnancy testing, STI tests, and HIV tests.
- Perform phlebotomy as needed.
- Assist medical provider during procedures.
- Complete written orders.
- Prepare, dispense, and administer medications according to medical provider orders.
- Maintain accurate records and ensure that the Electronic Health Records are complete.
- Refer clients to other health care facilities as prescribed.
- Prepare laboratory specimens for laboratory courier and ensure appropriate documents are included.
- Stock supplies in treatment rooms and laboratory and sanitize instruments.
- Assist with medication counts, inventory, and ordering.
- Comply with OSHA and CLIA standards.
- Provide input into the maintenance of the Family Planning Policy and Procedure Manual.
- Provide input into the maintenance of the OSHA and CLIA manuals.
- Assist with monthly, quarterly, and yearly grant/stakeholder reports as needed.
- Maintain a valid certification in the state of Nebraska as a Medical Assistant.

**Qualifications:**

- Minimum of two years medical office experience.
- Fluency or communication skills in a second language is preferred but not required.

**Work Schedule:**

Typically, Monday through Friday 8:00am to 4:30pm. However, hours may vary to include evenings and weekends to meet the needs of the agency.

**Reports To:**

Family Planning Program Manager

**FLSA Status:**

Non-Exempt

**Salary Grade:**

\$20-23/hour, commensurate with experience. Benefits package included.

Family Health Services is committed to a policy of equal employment opportunity. We are also committed to building a diverse staff and strongly encourages applications from candidates who are Black, Indigenous, or People of Color (BIPOC), women, LGBTQIA2S+, New Americans, disabled, those with non-traditional forms of education, those who have experienced incarceration or have been system-involved, and those who have experience living in a household whose income is below the federal poverty threshold.