



POSITION DESCRIPTION

Title: Medical Assistant Apprentice Reports to: Medical Assistant Supervisor
Status: Exempt Non-Exempt Location: 35th Street Clinic
Safety Sensitive Position: YES NO

SCHS is a 90-120 employee, full-service, non-profit healthcare clinic serving the needs of the South Minneapolis community. Come make a difference in the lives of people every day while helping us achieve our mission: *To improve the health of our patients and communities by delivering exceptional care, removing barriers, and promoting healthy lifestyles.*

ROLE: The training program will prepare you to take the test to become a Certified Medical Assistant (MA-C). The training program takes one full year to complete.

DUTIES:

- Complete about 2000 hours of on-the-job training with the support and guidance of your MA coach (equivalent to full-time employment for one year). Your coach will be available to answer questions and supervise your work at least 75% of the time you are at work each week. Your coach will help you practice your clinical skills and will check off on your mastery of each skill.
- Complete about 410 hours of supplemental online coursework (10 hours per week). Online coursework is unpaid and must be done on your own time (unless your employer decides otherwise). The year-long online course consists of:
 - The first several months of the course is considered the Technical Skills section. This covers the clinical skills you will need to work as an MA-C. During the first month, you will cover all the skills necessary to become an MA-Registered (MA-R) so that you can begin work right away. The rest of the course will cover the more specialized skills needed to become an MA-C.
- Attend 3 in-person lab days throughout the year. Lab days are unpaid (unless your employer decides otherwise) and you are responsible for your own transportation to the lab site. At the lab days, an expert instructor will review the technical skills you have been learning, answer questions and help with technique, and finally check off on your mastery of these skills.

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- Prepare for the MA-C certification exam. You will receive a study guide and online practice test. You should use the instructor, your fellow students, and your MA coach as a resource as you study for the exam.
- After you have completed all the required on-the-job and supplemental coursework and your hours have been verified and approved, you will be eligible to take the Certified Clinical Medical Assistant test offered through the National Health career Association. Once you are approved to take your exam, you can schedule online at a PSI testing center near you. This will be a computer-based test in a proctored lab setting. If you pass the test, you will be considered a Certified Medical Assistant in the state of Minnesota. You are responsible for any fees associated with obtaining and renewing your credential. If you do not pass the test on your first attempt, you are responsible for scheduling and paying for any additional test attempts.

EXPECTATIONS:

- Like any employee, you are expected to follow your employer's policies and procedures. You should come to work on time for your scheduled shifts, and your work should be professional, ethical and responsible.
- You should use your MA coach and the expert instructor as a resource. It is very important that you ask questions about anything you do not fully understand. Make sure you set aside scheduled times with your coach (preferably weekly) to discuss your progress in this training program. You should review both your progress at work and any questions you have about the supplemental materials you are learning.
- Regarding the online training, you are required to:
 1. Finish each module on time. You should complete each module in order, making sure you have completed all assignments and passed the quiz before you move on. You should try to complete one module per week; some of the longer modules may take two weeks. It is very important to stay on schedule! A grade penalty of 10% per day is applied everyday an assignment is late.
 2. Complete 100% of the assignments in each module. Assignments include posting in the discussion boards; completing hand-in work sheets, true/false, matching or ordering activities; and practicum activities that you will complete at the clinic.
 3. Pass the quiz at the end of each module with a score of at least 80% (8out of 10 or 12outof 15 questions correct.) You can take the quiz up to three times.
 4. Complete the short survey at the end of each module.
 5. Contact the Course Instructor if you are struggling with the online course work or if you anticipate not being able to complete a module on time.
- You must document and submit your on-the-job work hours as directed. Hours must be approved by your coach or supervisor and submitted monthly via Canvas.
- It is up to you to track your skills practice in the skills logs before demonstrating them for the instructor. You can perform a skill independently (with the appropriate level of supervision) once the instructor and your coach have BOTH checked you off.

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Complaints and Grievances: If you do not believe you are being treated fairly by your employer, you can contact the program staff with your complaint. They will investigate and resolve the issue, usually through mediation or negotiation with you and your employer. Likewise, if your employer has a concern or complaint about your performance, they are required to bring the issue to program staff for resolution.

Disciplinary Procedures: If your performance at work or on the supplemental coursework is not satisfactory, program staff can choose to take disciplinary action. They might suspend your apprenticeship or put you on probation until the issue is resolved, and in extreme cases they have the right to terminate you from the program. If you are involved in a complaint or a disciplinary procedure, program staff might require you to be present at the meeting, or to call in via phone to explain the situation.

MINIMUM QUALIFICATIONS:

- Graduate of a Highschool or GED certification.
- Enthusiastic to learn and be part of a Health Care System program
- Bilingual (English/Spanish) preferred.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

This position operates in a professional medical clinic environment. The role routinely uses standard office equipment.

Physical demands include:

- Must be able to operate typical office equipment such as computers, fax machines, copiers, and telephones, as well as instruments commonly found in a medical clinic (e.g., diagnostic tools, medical devices).
- Requires effective verbal and written communication skills to interact with team members, clients, or patients and to complete necessary documentation.
- Discern physical cues on patients, such as changes in appearance or condition.
- This position may require regular interaction with individuals who have communicable illnesses, which may pose a risk of exposure to infectious diseases.
- Maintain a stationary position for extended periods while performing essential job duties.
- Frequent movement throughout the clinic, including moving between different areas to perform essential duties.
- Move items within the clinic (e.g., medical supplies, equipment) weighing up to 10 lbs.
- Assist patients of varying body sizes on or off exam tables.

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- Position oneself to retrieve items or perform certain tasks.
- Ascend/descend stairs, ladders to retrieve items.
- Must be able to recognize and respond to potential signs of health issues or alcohol impairment through appropriate sensory or observational means.

Reasonable accommodation can be made for qualified individuals with disabilities to enable them to perform the essential functions of the role.

I have read and agree to abide by the job duties indicated above.

Name

Signature

Date

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