



COUNTY OF ORANGE
Human Resource Services
333 W. Santa Ana Blvd,
Santa Ana, CA 92701
714-834-2555

<https://hrs.ocgov.com>

INVITES APPLICATIONS FOR THE POSITION OF:

Medical Assistant - 17th Street Testing, Treatment, and Care

SALARY

\$20.20 - \$24.40 Hourly \$1,616.00 - \$1,952.00 Biweekly \$3,501.33 - \$4,229.33 Monthly
\$42,016.00 - \$50,752.00 Annually

ISSUE DATE: 01/11/22

THE POSITION



**MEDICAL ASSISTANT
(17th Street Testing, Treatment, and Care)**

SALARY INFORMATION

Medical Assistant \$20.20 - \$24.40 Hourly

In addition to performance-based merit increases, this position is scheduled to receive salary range increases on the following date:
Effective July 1, 2022 – 3.5% increase

Salary may be negotiable within the range listed above, based on position requirements and successful candidate's qualifications, subject to appropriate authorization.

This recruitment is open to the public for a minimum of five (5) business days and will remain open on a continuous basis until **11:59p.m. (PST)** on the day the County's needs are met. Applicants are encouraged to apply immediately.

The eligible list established through this recruitment will be used to fill current and future Medical Assistant positions. This eligible list may also be used to fill positions in similar and/or lower classifications throughout the County of Orange.

HEALTH CARE AGENCY

The [County of Orange, Health Care Agency](#) is a dynamic organization dedicated to creating and supporting an environment that promotes the achievement of optimal individual, family and community health. Under the direction of the Agency Director, a new and dynamic executive team with an organizational structure comprised of seven service areas - Finance and Administrative, Mental Health & Recovery, Correctional Health, Medical Health Services, Office of Care Coordination, Public Health and Strategy and Special Projects is committed to meeting the health needs of the diverse Orange County community.

THE PROGRAM

[17th Street Testing, Treatment and Care Clinic](#) (TTC) is a co-located Sexually Transmitted Diseases Clinic and a HIV Ambulatory Care Clinic. The mission of TTC is to “serve a diverse

community through testing, treatment and care of STDs and HIV with confidential, compassionate, and comprehensive services to empower and educate our patients to lead healthy lives.” TTC cares for over 5,000 patients annually and has a multi-disciplinary team with over 65 staff members. TTC provides STD and HIV screening to individuals 12 years and older primary medical care for uninsured people living with HIV/AIDS. Services are funded through a variety of local, state and federal grants including the Ryan White HIV/AIDS Program and Ending the HIV Epidemic. TTC provides high quality STD and HIV services including medical care, case management, HIV Pre-Exposure Prophylaxis (PrEP), HIV Post Exposure Prophylaxis (PEP), Rapid Antiretroviral Therapy (Rapid ART), AIDS Drug Assistance Program - (ADAP), information & education on STD and HIV care, Ryan White eligibility screening, HIV partner services and treatment adherence.

THE OPPORTUNITY

The Medical Assistant provides integral support to clinic operations within the 17th Street Testing, Treatment, and Care Clinics. This position under the direct supervision of clinician, nurse practitioner, or registered nurse, may perform the following duties, but are not limited to:

- Set up exam rooms prior to clinic sessions; ensuring all necessary supplies are stocked and available
- Prepare, provide, and maintain patients' medical records/charts for clinician, nurse practitioner, or nurse
- Assist nurse practitioners and doctors with examinations and other procedures relating to direct patient care
- Perform and record information on patients' vital signs, vision screening, and venipuncture
- Chart basic patient history, includes history of present illness or complaint, and past medical, family, and social history
- Obtain, collect and label blood, urine and other specimens in accordance with regulations and patient policy; package and send specimens in the appropriate manner for transport to laboratories or storage
- Venipuncture for lab specimens of blood, give subcutaneous or intramuscular injections and medications, administer medication orally, sublingually, topically, vaginally, rectally, or by providing single dose to patient for immediate self-administration
- Perform and read routine lab tests such as urinalysis dipstick testing, urine pregnancy, hemoglobin, rapid HIV, and Syphilis tests
- Provide information to patients relating to referrals, follow up appointments, test results, and explain and obtain necessary consents and authorizations
- Monitor inventory of medical supplies
- Clean/sterilize all used equipment, dispose of all specimens and waste according to health and safety guidelines
- Ensure all documentation regarding tests, specimens, and supplies are completed and maintained in accordance with clinic procedures and requirements
- Call in medication refills to pharmacy for prescriptions with no change to dosage or medication
- Front office tasks including check-in/checkout patient registration, answer phone, schedule appointments and filing

This position also requires a valid certification as phlebotomist or certificate of completion of the course requirements for venipuncture and skin puncture AND a valid Cardiopulmonary Resuscitation (CPR) by date of appointment.

DESIRABLE QUALIFICATIONS & CORE COMPETENCIES

The ideal candidate will possess at least one (1) year of Medical Assistant experience, which includes performing venipunctures, vaccinations, medication administration, and point of care testing. Bilingual skills, specifically **Spanish and Vietnamese**, are highly desirable. In addition, experience providing care and services to the uninsured and under-insured populations, including working with the following populations: people living with HIV, people diagnosed with an STD, Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ+) individuals, substance use disorders, unhoused/unstably housed, and people with incarceration history, is also highly desirable, but not required.

In addition, the successful candidates will possess the following competencies:

Technical Knowledge | Technical Experience

- Knowledge of Sexually Transmitted Diseases and HIV basics
- Knowledge of community resources to refer clients to specialty care and other services
- Collect routine laboratory specimens, including but not limited to: blood and urine collection, pap smears, blood glucose testing and Sexually Transmitted Diseases (STD) lab screening
- Knowledge of Health Insurance Portability and Accountability Act (HIPAA) guidelines to protect client's confidential and sensitive healthcare information
- Ability to utilize computer and Electronic Health Records (EHR) systems

Interpersonal Skills | Relationship Building

- Ability to deliver quality client-centered care and services and advocate for clients
- Effective interpersonal skills, including the ability to work collaboratively with clients and staff and maintain a calm demeanor during stressful client encounters

Communication and Collaboration

- Communicate effectively and clearly both verbally and in writing
- Report patient's relevant medical information to nursing and medical staff efficiently
- Provide effective customer service when communicating in person or on the phone
- Respect background diversity when working with patient

Self-Management Skills | Personal Effectiveness

- Ability to function independently and in accordance with established protocols
- Ability to multi-task in a fast paced clinic while paying close attention to details
- Effective time management skills and strong organizational skills

MINIMUM QUALIFICATIONS

Click [here](#) to learn more about the minimum qualifications for the Medical Assistant classification as well as the physical & mental requirements and the environmental conditions.

RECRUITMENT PROCESS

Human Resource Services (HRS) will screen all application materials to identify qualified applicants. After screening, qualified applicants will be referred to the next step and notified of all further procedures applicable to their status in the competition.

Veterans Employment Preference Policy (VEPP)

The County is committed to providing a mechanism to give preferential consideration in the employment process to veterans and their eligible spouses and will provide eligible participants the opportunity to receive interviews in the selection process for employment and paid internship openings. Please click [here](#) to review the policy.

Application Screening (Refer/Non-Refer): Applications and supplemental responses will be screened for qualifications that are highly desirable and most needed to successfully perform the duties of this job. Only those applicants that meet the qualifications as listed in the job bulletin will be referred to the next step.

Online Examination | Written Examination (Weighted 100%): Qualified candidates will be invited to participate in one or more job-related assessments. Candidates will be notified of their date and access code, if applicable. Only the more qualified candidates will be placed on the eligible list.

Based on the Department's needs, the selection procedures listed above may be modified. All candidates will be notified of any changes in the selection procedures.

Eligible List | Score Groups: Once the assessment has been completed, HRS will establish an eligible list of candidates. Candidates placed on the eligible list may be referred to a selection interview to be considered for present and future vacancies.

ADDITIONAL INFORMATION

Please see below for important information regarding COVID-19 related requirements.

The COVID-19 pandemic continues to evolve, and laws, regulations, and policies regarding COVID-19 are subject to change. The County of Orange is required to comply with all applicable State or County Public Health Orders, some of which require vaccination or testing as follows:

- *Workers, who provide services in certain Medical or High-Risk Settings, will be required to provide proof of full vaccination from COVID-19 or to wear a mask and undergo weekly COVID-19 testing.*
- *Workers, who provide services in certain Health Care Facilities or in a correctional facility or detention center where health care is provided, will be required to provide proof that they are fully vaccinated and boosted.* (Workers may be exempt from this requirement based on religious beliefs or a qualifying medical reason; however, if exempted, they will be required to wear a mask and undergo weekly COVID-19 testing.)

The position for which you are applying may be required to adhere to any applicable State or County Public Health Orders. You will receive notification of any requirement as it applies to a position.

Email Notification

Email is the primary form of notification during the recruitment process. Please ensure your correct email address is included in our application and use only one email account.

NOTE: User accounts are established for one person only and should not be shared with another person. Multiple applications with multiple users may jeopardize your status in the recruitment process for any positions for which you apply.

Candidates will be notified regarding their status as the recruitment proceeds via email through the GovernmentJobs.com site. Please check your email folders, including spam/junk folders, and/or accept emails ending with "governmentjobs.com" and "ocgov.com." If your email address should change, please update your profile at www.governmentjobs.com.

Frequently Asked Questions

Click [here](#) for additional Frequently Asked Questions.

For specific information pertaining to this recruitment, please contact Liza Butler at (714) 834-5304 or ebutler@ochca.com.

EEO INFORMATION



**Orange County, as an equal employment opportunity employer,
encourages applicants from diverse backgrounds to apply.**

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<https://hrs.ocgov.com>

OR

333 W. Santa Ana Blvd,
Santa Ana, CA 92701

EXAM #4107GE-0122-042 (O)
MEDICAL ASSISTANT - 17TH STREET TESTING, TREATMENT,
AND CARE
EB

Medical Assistant - 17th Street Testing, Treatment, and Care Supplemental Questionnaire

- * 1. **The information you provide will be used to rate your qualifications for the position. Incomplete information will result in a lower rating. Resumes will not be accepted in lieu of completing these questions. Please provide concise, descriptive, and detailed information when answering the question.** If you do not have experience, please write NONE.

NOTE: 'See resume', 'See above', or copy and paste of your resume are not considered qualifying responses and will not be scored.

By selecting yes below, you acknowledge that you have read and understood this application requirement.

☐ Yes ☐ No

- * 2. Are you in possession of a valid certification as a Medical Assistant by an institution or instructor authorized to provide Medical Assistant training pursuant to the standards established by the California Division of Licensing?

If your answer is "YES", **a clear copy of your certification must be attached to your application** for verification.

☐ Yes

☐ No

- * 3. Are you in possession of a valid certification as phlebotomist or certificate of completion of the course requirements for venipuncture and skin puncture?

If your answer is "YES", **a clear copy of your certification must be attached to your application** for verification.

☐ Yes

☐ No

- * 4. Are you in possession and will be able to provide a valid Cardiopulmonary Resuscitation (CPR) certification by date of appointment? If your answer is "YES", **a clear copy of your certification must be attached to your application** for verification.

☐ Yes

☐ No

- * 5. Do you possess at least one (1) year of Medical Assistant experience which includes performing venipunctures, vaccinations, medication administration, and point of care testing?

☐ Yes ☐ No

- * 6. Please describe your Medical Assistant experience including any experience with the following options below. In your response, please include years of experience and the organization you obtained your experience from:

a. Phlebotomy

b. Point of Care Testing

c. Vaccinations

d. Medication Administration

- * 7. Describe your experience(s) working with multi-cultural clients and/or special populations including clients: living with HIV, diagnosed with an STD, from the LGBTQ+ community,

with substance use disorders, unhoused/unstably housed, with incarceration-history. Please include any lived experience with the community, if any.

- * 8. Bilingual skills are highly desirable for this position. In addition to English, what other language(s) can you speak fluently?

- ☐ Spanish
- ☐ Vietnamese
- ☐ Korean
- ☐ Chinese
- ☐ Arabic
- ☐ Farsi
- ☐ Other
- ☐ None of the Above

* Required Question