



Position Title: Admin/Medical Assistant (Behavioral Health)

Department: Outpatient Mental Health Services

Reports To: Clinical Director

Location: Mekong Community Center, San Jose

Rate: \$27.00/hour

Full time: 40 hours a week (5-days on site)

Position Summary

The Medical Assistant (MA) supports psychiatric and mental health services by providing administrative and clinical assistance to psychiatrists, psychiatric nurse practitioners, and other behavioral health staff. The MA helps ensure efficient clinic operation's, coordinates care with clients and providers, assists with medication-related workflows within scope of practice, and promotes a welcoming, trauma-informed, and culturally responsive environment.

Essential Duties and Responsibilities

Clinical Support

- Prepare clients for psychiatric appointments, including obtaining and documenting vital signs, height, weight, and other health information.
- Review and update medication lists, allergies, pharmacy information, and medical history as directed.
- Assist providers with clinical workflows and documentation preparation.
- Administer screening tools and questionnaires as assigned.
- Coordinate laboratory orders, medication prior authorizations, and referrals as directed by licensed providers.
- Monitor and maintain clean therapy rooms and clinical supplies.

Administrative Support

- Schedule, confirm, and reschedule appointments.
- Manage provider calendars and support clinic flow.
- Maintain accurate client records in the electronic health record (EHR).
- Obtain releases of information and coordinate records requests according to HIPAA requirements.
- Data entry, process forms, referrals, authorizations, and correspondence.

- Track laboratory results and notify providers of received reports.

Care Coordination

- Assist clients in accessing primary care, specialty care, pharmacy, and community resources.
- Coordinate communication among psychiatric providers, therapists, case managers, caregivers, and external healthcare providers.
- Conduct appointment reminder calls and follow-up outreach as assigned.
- Support transitions of care following hospitalizations, emergency room visits, or level-of-care changes.

Client Service

- Greet clients and visitors in a professional and respectful manner.
- Provide excellent customer service to clients, families, and community partners.
- Support culturally and linguistically diverse populations.
- Utilize trauma-informed and recovery-oriented approaches in all interactions.
- Off site home/site visits as needed (mileage will be reimbursed)

Compliance & Quality

- Maintain client confidentiality and comply with HIPAA, and agency privacy policies.
- Follow scope of practice requirements for Medical Assistants.
- Participate in staff meetings, trainings, and quality improvement activities.
- Report safety concerns, incidents, and compliance issues according to agency policy.
- Maintain current certifications and required trainings.

Qualifications

Education

- High School Diploma or GED required.
- Completion of an accredited Medical Assistant program required.

Certification

- Current Medical Assistant certification preferred (CMA, RMA, CCMA, or equivalent).
- Current CPR/BLS certification required or obtained within designated timeframe.

Experience

- One (1) year of medical assistant experience preferred.

- Experience in behavioral health, psychiatry, primary care, or community health settings preferred.
- Experience working with diverse and underserved populations preferred.

Knowledge, Skills, and Abilities

- Knowledge of medical terminology and basic psychiatric medications.
- Understanding of trauma-informed care and behavioral health settings.
- Strong organizational and time-management skills.
- Excellent verbal and written communication skills.
- Ability to maintain professional boundaries and confidentiality.
- Proficiency with EHR systems and Microsoft Office applications.
- Ability to work effectively within a multidisciplinary team.

Physical Requirements

- Ability to sit, stand, walk, and use office equipment for extended periods.
- Ability to lift and carry up to 25 pounds.
- Ability to perform routine clinical tasks such as obtaining vital signs.

Preferred Qualifications

- Bilingual in Vietnamese and English.
- Experience with Medi-Cal behavioral health programs.
- Familiarity with Santa Clara County Behavioral Health Services requirements.
- Experience working with adults, older adults, and culturally diverse communities.

Performance Expectations

- Maintain timely and accurate documentation.
- Demonstrate professional, compassionate, and culturally responsive client care.
- Maintain compliance with all agency, county, state, and federal requirements.

How to Apply:

Please submit your resume and cover letter to: Kim Ta
Email: Kim@mekongcommunity.org