



## Peace Corps Benin

### *Statement of Work*

#### MEDICAL ASSISTANT

**Overview:** The Medical Assistant (MA) provides Clerical, General services and administrative clerical support to Peace Corps Medical Officers (PCMO), the Medical Unit, the Infirmary, laboratory, and Medical Unit administrative office. The Medical Assistant (MA) will be responsible for tracking medical and financial information, coordinating use of Medical Unit resources, ensuring that the medical supplies inventories are up-to-date, and will assist with the upkeep and maintenance of medical records. The Medical Assistant (MA) is a multi-functional position requiring a high degree of energy, flexibility and management ability. The MA must take initiative, be pro-active, efficient, organized, and possess a great attention to detail. The MA will need an inborn sense of prioritization and can reasonably expect to work some evening, holiday and weekend hours. The Medical Assistant (MA) will reflect a positive and professional attitude at all times as a member of the PC Medical Unit and adhere to a strict code of confidentiality with regards to all medical information and activities within the medical office. The Medical Assistant (MA) is authorized to operate PC vehicles to perform work within the scope of outlined duties and act as an Occasional Money Handler (OMH).

#### **Qualifications:**

- Successful completion of a Nursing school (Technical/University degree), General medical school, Medical assistant program, and valid registered clinical licensure/diploma or, Applicable knowledge and experience obtained through on-the-job training or under the direct guidance of a provider (supporting documentation must be submitted).
- Two years progressively responsible related experience with knowledge of administrative medical duties related to health services. Clerical and secretarial experiences are desirable.
- Basic knowledge of administration of health units/facilities, including procurement of medical supplies and inventory control. Knowledge of Microsoft Office programs (Word, Power Point, Access, Outlook, and Excel), filing and office management procedures.
- Must be able to build and maintain good interpersonal relationships with colleagues, volunteers, and supervisors. Must be dynamic, innovative and be a problem solver. Have good organization and planning abilities, be a team worker with a high level of integrity and able to maintain confidentiality. Be able to work under pressure.
- Fluent English and French are required.

**Supervision:** The Medical Assistant (MA) is supervised by the Senior PCMO or designee with some work duties completed in close coordination with the General Services Manager.

## **MAJOR DUTIES AND RESPONSIBILITIES**

### **Support to the Health Unit**

The MA coordinates responsibilities directly with the PCMO. Must adhere to confidentiality regarding PCVs medical issues and possess excellent interpersonal skills.

#### **I. Clinical Support**

- ◆ Serves as chaperone.
- ◆ Responsible for sterilization of equipment.
- ◆ Responsible for follow up on results and consultation forms from medical service providers. Ensure this information is relayed to the PCMO for review.
- ◆ Conducts follow up with laboratories when results are not received. Files all results in corresponding medical charts when requested by the PCMOs. Coordinates with support staff to retrieve PCV laboratory results and delivers PCV laboratory samples to ensure smooth processing of required tests.
- ◆ Performs clinical privileges as approved by the Medical Director/Chief of Clinical Programs, Volunteer Support, with oversight by the PCMO.

#### **II. Administrative Support**

- ◆ Screens office phone calls and takes messages when PCMO is unavailable.
- ◆ Places and returns telephone calls in the health unit, including scheduling, modifying, and canceling appointments in coordination with PCVs, PCMO and other personnel, such as clinicians and laboratories.
- ◆ Drafts correspondence such as letters, memos, fax covers, etc. at the request of the clinical staff to PCVs, laboratories, hospitals, etc.
- ◆ Routes incoming correspondence to PCMO, stamps and files routine correspondence.
- ◆ prepares mailings, including laboratory samples and medical supplies to be sent to PCVs, training sites and other destinations and forwards them to the appropriate administrative staff for mailing by courier or ground transportation.
- ◆ Responsible for photocopying for the health unit.
- ◆ Responsible for requesting office supplies and materials for use at the health unit.
- ◆ Regularly updates the list of medical facilities and medical service providers under the instruction and oversight by PCMO.
- ◆ Assists PCMO in reviewing the PCV handbook in the areas corresponding to medical information given to PCVs during Pre-Service Training (PST). Updates medical facilities and medical providers' addresses, contact information, and any other information required in this Handbook.
- ◆ Manages the medical library in the health unit. Maintains a detailed list of all books and media materials such as CDs, DVDs, etc.
- ◆ Responsible for the reception, registration, and filing of all medical bills submitted by PCVs and local medical service providers. Submits bills to PCMO for approval, verifying name of Volunteer, date of services rendered, and that services were requested by PCMO.

### **III. Medical Supply Duties**

- Assists PCMO with the maintenance and management of all Medical Unit supplies stock, equipment, and related logs in accordance with Peace Corps manual section 734 and Medical Technical Guidelines 240.
- Tracks inventory of all medications, supplies and medical equipment. Keeps an accurate control of the expiration dates of all medicines and alerts the PCMO of upcoming expired medications. Assures adequate supply levels are on stock.
- Works in close coordination with the Medical Supply Inventory Control Clerk (MSICC), Acceptance Point Clerk (APC), and Inventory Reconciliation Clerk (IRC) to ensure all medical inventory tracking and procedures are being followed in accordance with MS 734 and MTG 240.
- Performs all receiving functions for incoming Medical Unit supplies and equipment.
- Routinely restocks supplies in examination room, self-serve dispensary and lavatories.
- Conducts deliveries to acquire new supplies.
- Dispenses medical supplies and non-prescription medications based on requisitions approved by the PCMO.
- Facilitates medical and laboratory supply orders initiated by PCMOs and lab techs, tracks status of orders and takes appropriate follow action as need to ensure orders are filled.
- Works with the Administrative Unit to ensure bills from external service providers are received and communicated to the Financial Assistant in a timely manner.
- Reconciles medical supply orders with the Administrative Unit
- Submit PLS receipts
- Co-ordinate maintenance of the exam room and sick rooms, including daily cleaning, laundry cleaning and restocking of supplies and equipment and provide daily status to all staff on PCVs on medical hold.

### **Medical Records Maintenance**

- Assist PCMOs in securing and compiling accurate and orderly confidential medical records, lab results and other related documents into PCV medical records.
- Use and maintain PCMEDICS systems under the guidance and supervision of the PCMO
- Develop and maintain a filing system in accordance with Peace Corps guidelines. Files should be easily accessible by all members of the medical staff.
- Translate medical records and documents into English as needed
- Execute and follow through on the delivery of medical reports via fax, pouch or express mail, as instructed by PCMOs.
- Work with the Administrative Unit to assure bills and collections from external service providers are received and/or communicated to financial administrators in a timely manner.

### **Other Duties as Needed**

- Arranges for Volunteer appointments with external local service providers.
- Assists PCMOs with travel arrangements and logistics for regional or international emergency medical evacuations, and other travel needs
- Accompanies PCVs/PCTs to local medical facilities upon request of PCMO
- Assists PCMOs with preparation of volunteer training materials

- Maintains up-to-date listing of PCV's sites and contact numbers for quick reference at all times.
- Actively participates at bimonthly medical unit staff meetings and annual retreats when offered.
- Demonstrates willingness to learn and grow professionally; open to new ways and ideas. Commit to on-the-job training and other educational endeavors.
- Attends staff meetings, in-service trainings, and retreats when indicated.
- Understands and complies with Peace Corps safety and security policies and procedures.
- Complies with Peace Corps code of ethics.
- Files all documents produced by the position in accordance with the Peace Corps rules and regulations.
- Performs other assignments considered as necessary by the supervisor, PCMOs, the Country Director, or their designee

### **Safety and Security**

- Know the PC Benin evacuation Plan, the PC Emergency Action Plan and how to use fire extinguisher.
- Remain discrete regarding confidential volunteer information.
- All Peace Corps Benin staffs have duties and responsibilities directly and/or indirectly associated with safety and security. These duties and responsibilities include awareness and understanding of: all directives of Peace Corps regarding safety and security; relevant emergency procedures; and the Peace Corps Benin Emergency Action Plan. S/he must maintain staff and Volunteer emergency contact information at both home and the office. Immediately communicates Volunteer safety and security concerns and issues to the PCMO, Safety and Security Manager (SSM), and CD. Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.
- *The Contractor is subject to worldwide availability and may be requested by the Peace Corps to be reassigned or transferred permanently to another Peace Corps Post /Headquarters or perform temporary duties (TDY) as required and to travel to other assignments within Peace Corps as assigned. Any such reassignment or transfer shall be subject to agreement of the Contractor. The statement of work as defined will remain the same; however the duties may be subject to change as determined by the Contracting Officer.*