



**Job Title: Full Time Medical Assistant/Case Manager (“MACM”)**

The Hamm Memorial Psychiatric Clinic is currently seeking a full time Medical Assistant/Case Manager to join our team.

This individual will work with psychiatric providers and patients at Hamm Clinic, a mission-driven non-profit organization that provides clinical care for adult clients throughout the lifespan. Hamm Clinic is a Rule 29 community mental health center that offers individual, couples, group, and family therapy modalities. Hamm’s mission is to provide integrated and culturally responsive mental health assessment and treatment, particularly to underserved populations and to those who cannot afford the full cost of care.

As a leader in Minnesota for effective mental health care, Hamm conducts high quality research on treatment outcomes, as well as organizes much sought-after clinical training and education for residents, interns, fellows, and mental health providers at large. As part of the Psychiatry Team, this position reports to the Director of Psychiatry.

The ideal candidate will have an orientation to the work that privileges the relationship with patients and will be versed in integration of anti-oppressive/anti-racist practice in their services. This includes experience and interest in working with clients with a range of identities including age, developmental and acquired disabilities, religion, spirituality, ethnicity, race, socio-economic status, sexual orientation, relationship structure, indigenous heritage, national origin, immigration status, and gender.

*Diversity and Equity Vision Statement:* Hamm Clinic places the highest value on the dignity and worth of *all* people. We are committed to providing accessible, equitable, culturally responsive, and trauma-informed care to all who seek Hamm services.

**Core Responsibilities:**

- General
  - Secure patient information and maintain patient confidence.
  - Help maintain a safe, secure, and healthy work environment.
  - Update job knowledge by participating in educational opportunities and engaging in the mental health community as a professional.
  - Performs other duties as assigned or requested by psychiatry team.
- Medical Assistant:
  - Escort patients to exam room; measure vital signs and chart all information.
  - Provide instructions to patients as directed by psychiatry providers.
  - Administers injections of long-acting antipsychotic medications to patients.
  - Triage phone calls and messages for psychiatric providers; provide feedback and answers to patient/physician/pharmacy calls.
  - Respond to and care for clients in mental health crises.
  - Completes and manages prior authorizations for medications (with physician assist as needed)
  - Maintain supplies and perform preventative maintenance on all medical equipment in the MA exam office.
- Case Management

- Engage in collaborative community care and outreach, working with other agencies in support of the holistic health needs of Hamm patients
- Strive to anticipate the needs of the clinic and its patient population by keeping up to date on community resources and programs.
- Maintain a current database of community resources (to include but not limited to transportation, temporary housing, childcare, vocational services, medical services, appropriate higher levels of care)
- Identify and engage at-risk clients in case management services.

**Required Qualifications:**

- Outstanding interpersonal and communication skills. The MACM must be able to interact professionally with employees and patients, maintaining appropriate boundaries and modeling a positive teamwork attitude.
- Strong problem-solving skills. The MACM must be able to identify and resolve problems in a timely manner by the skillful gathering and analyzing of information.
- Willingness to accept feedback. The MACM must be able to accept feedback from others and be open to modifying their approach when needed.
- Strong attention to detail and ability to anticipate needs of providers and clinic.
- A strong desire to work in an oppression-free patient-centered facility.

**Preferred Qualifications:**

- Previous computer entry and Electronic Medical Records experience.
- Professional experience with psychiatric/counseling services, particularly in an outpatient clinic model.
- Ability to speak Spanish (not required, but desired)
- Minnesota experience is preferred

**Education and Licensure:**

- For Medical Assistant:
  - Possession of an AAMA-approved medical assistant certification.
- For licensed practical nurse (LPN)
  - Possession of an LPN degree from an approved nursing school.
  - Possession or ability to obtain an unrestricted nursing license in Minnesota.

Hamm Clinic provides an attractive and comprehensive benefit package including, medical/dental, HSA, FSA, and 401k match.

Hamm Clinic is an inspiring place to work. Our model privileges a holistic and inclusive approach to care with collaborative treatment planning, centering the relationship in treatment. We care about our staff, and support staff in working sustainably in the context of work with clients who have experienced trauma. Most psychiatric appointments are 30 minutes or more, and intakes one hour. Hamm Clinic does not offer psychiatric care to clients who are looking for medication without accessing psychotherapy services. Referrals to psychiatry come from therapists and our clients are managed by the team.

We anxiously await our new member of the team. If you feel passionate about this opportunity, please submit your resume and cover letter to [jobapplication@hammclinic.org](mailto:jobapplication@hammclinic.org).