



STATEMENT OF WORK

Position Title: Medical Assistant (MA)
Work Hours: Full Time: 44 hours/week

About Peace Corps Liberia (PC/Liberia)

Peace Corps is an autonomous, international agency of the United States Government with operations in nearly 70 countries. It operates in Liberia by the invitation of the Government of Liberia. Peace Corps assigns Volunteers in the counties to government and non-government agencies and organizations, community based organizations, universities, colleges and schools who partner to enable Volunteers to provide capacity building in math and science education. Volunteers also aim to build cultural understanding between Americans and Liberians.

Position Function

The Medical Assistant (MA) performs a variety of clinical and administrative duties in support of the Health Unit. The MA works under the guidance of the Peace Corps Medical Officer (PCMO) and reports to the Country Director (CD) for administrative issues.

The MA is responsible for providing administrative support and, to the extent credentialed, clinical support, including but not limited to; working as the health unit receptionist, actively assisting the PCMO in clinical procedures (*), screening phone calls, taking messages, coordinating requests, scheduling medical appointments, distribution of medicines to Peace Corps Volunteers (PCVs), including Peace Corps Trainees and Response Volunteers, under PCMO oversight, and other clerical and administrative functions in support of the PCMOs.

*Clinical duties will be performed as approved by the Medical Director through the Credentialing Committee/Office of Health Services (OHS), with clinical oversight by the PCMO

MAJOR DUTIES AND RESPONSIBILITIES

Support to the Health Unit

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

I. Clinical Support

- a) Performs a variety of non-invasive routine clinical and technical services under the supervision of the PCMOs, which may include clinical tasks such as taking vital signs, administering immunizations, performing laboratory tests, etc. These privileges must be approved by the Medical Director/OHS. Supervising PCMOs are responsible to ensure that MAs perform appropriate health care services. Even under supervision, MAs are not allowed to assist with or perform any unapproved services.
- b) Responsible for sterilization of equipment.
- c) Serves as chaperone for PCMOs during PCV medical examinations and procedures.

II. Administrative Support

- a) Screens phone calls and takes messages when PCMO is unavailable.
- b) 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 consultants, clinicians, and laboratories.
- c) Follows up with outstanding consultant, clinician, and laboratory reports, ensuring results and information are relayed to the PCMO for review.
- d) Drafts correspondence such as letters, memos, etc. at the request of the PCMOs to Consultants, PCVs, laboratories, hospitals, etc.

- e) Routes incoming correspondence to PCMO, stamps and files correspondence.
- f) Utilizes PCMEDICS to assist the PCMOs and backup provider in the documentation and delivery of PCV health care, and to document clinical care given as trained.
- g) Responsible for scanning, labeling, uploading and filing all documents into PCMEDICS after PCMO review, ensuring three identifiers are on each page of each document.
- h) Prepares envelopes and packages, 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 delivery.
- i) Responsible for photocopying health forms, medical presentation materials, and other related documents.
- j) Responsible for requesting office supplies and materials for use in the health unit.
- k) Regularly updates the list of medical facilities and medical service providers under the instruction and oversight by PCMO.
- l) Assists PCMO in reviewing the Volunteer Health Handbook 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.
- m) Manages the health information material in the Health Unit available to PCVs, including stocking brochures, pamphlets, and books. Keeps a detailed list of all books and media materials loaned out.
- n) Responsible for the receiving, registering, 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 officially requested by PCMO.
- o) Keeps updated files of all medical bills presented by PCVs and others.
- p) Maintains VIDA with up-to-date information regarding PCVs out of site for medical purposes.
- q) Uploads PCV passport face pages and visa pages into PCMEDICS, monitoring regularly to assure accurate and current information.

III. Medical Supply Duties

- a) Maintains internal medical inventory for the medical unit, ensuring an adequate supply of disposable materials and keeping PCMOs informed .
- b) Responsible for updating internal medical inventory system (as determined by PCMO) when medication/supplies are delivered, dispensed, destroyed.
- c) Assists the Acceptance Point Clerk (APC) when medical supplies are received.
- d) Provides documentation to the Medical Supply Inventory Control Clerk (MSICC) on receiving, dispensing, and disposing of specially designated medications and controlled substances.
- e) Keeps an accurate control of the expiration dates of all medicines and alerts the PCMO of upcoming expired medications. Removes expired items from the pharmacy and logs all items scheduled for disposal.
- f) Responsible for organization and shelving of Health Unit supplies.
- g) Assists PCMO with PCV medical supply requests.
- h) Prepares draft orders for medical supplies, with PCMO guidance, based on needs, historical data, and inventory available. Assists the PCMO in ordering medical supplies from PC/HQ and local/ regional vendors.
- i) Maintains files, according to fiscal year, of all ordering, receiving, and dispensing documents in compliance with TG 240: Medical Supplies and Equipment.
- j) Assists PCMOs in the monitoring of the medical supplies budget.

COVID-19 and Other Flexibilities: If there is a time at post, due to the COVID-19 pandemic or for any other reason, when there are limited or no Peace Corps Trainees and/or Volunteers (jointly referred to as "Volunteers") at Peace Corps/[Country], the PSC may be temporarily assigned during that period, as determined by the Peace Corps Country Director, to carry out additional duties and responsibilities in furtherance of the goals of the Peace Corps in order to enhance the ability of Peace Corps Volunteers to perform functions under the Peace Corps Act, including facilitating a safe environment in order for the successful return or increase of Volunteers. This temporary assignment may require the PSC to provide services and/or support

beyond what is listed in their current Statement of Work (SOW). The services and/or support may take many forms, examples of which may include but are not limited to, training, providing administrative, technical, medical, and/or operational assistance, building on host country programs, etc. This temporary assignment also may require the PSC to provide these services and/or support to individuals/organizations other than those listed in their current SOW such as host country government, partner organization(s), community member(s), staff, and/or contractors."

IV. Other Duties/ Information Related to the Position

- a) Attends staff meetings, in-service trainings, and retreats when indicated.
- b) Understands and complies with Peace Corps safety and security policies and procedures.
- c) Understands and complies with Peace Corps code of ethics, privacy and confidentiality policies.
- d) Files all documents produced by the position in accordance with the Peace Corps Records Management policies.
- e) Prepares Volunteer Travel vouchers for medical reimbursements.
- f) Performs other assignments considered as necessary by the PCMOs in consultation with the CD, as indicated.

V. Safety and Security

- a) All staff, including this position, have a role in Peace Corps Volunteers and Trainees (V/T) safety support system. The contractor shall become familiar with Peace Corps Manual Section 270 (Volunteer/ Trainee Safety and Security) and the Emergency Action Plan at Peace Corps Liberia, including the role of this position in an emergency situation. Contractor shall become familiar with protocols for reporting and responding to safety and security incidents and report all safety and security concerns expressed by V/Ts to the Safety and Security Officer, and CD as soon as possible. When appropriate, the contractor shall support Safety and Security for V/Ts by assisting them to adopt culturally appropriate lifestyles and exercise judgment that promotes safety and reduces risk in their home, at work, and while traveling in Liberia.
- b) Immediately communicates Volunteer safety and security concerns and issues to the 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.

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

Education:

- Successful completion of a bachelor's degree in nursing, general medical school (MD), or physician assistant program, and valid registered clinical licensure/diploma.

Prior Work Experience:

- At least two years of progressively responsible related experience with knowledge of administrative medical duties related to health services.
- Clerical and secretarial experience such as scheduling appointments, and other duties related to this statement of work are desirable.

Knowledge, Skills, and Attitudes:

- Basic knowledge of administration of health units/facilities, including procurement of medical supplies and inventory control.
- Excellent customer service skills is required.
- Previous experience with procurement/purchasing of medical supplies is required.
- Previous experience with inventory management is required.
- Previous experience with record management, file management, etc. is required.

- Experience with electronic medical systems is desired.
- The use of standard office technology (desktop computer, mouse, and keyboard) to complete daily tasks and long-term projects.
- High level of knowledge of Microsoft Windows and Office programs (Outlook, Word, Excel, etc.) will be tested during interview.
- Must be able to read and write in English fluently.