



Oakland

LGBTQ COMMUNITY CENTER

Position Title: Phlebotomist - Lab Technician

Reports to: Clinic Prevention Services Director

Classification: Salaried

Compensation: **\$\$70K-\$77K DOE**

OUR STORY

Established in 2017, the Oakland LGBTQ Community Center is dedicated to enhancing and sustaining the well-being of lesbian, gay, bisexual, transgender, and queer (LGBTQ) individuals, our families and allies, by providing educational, social, and health related activities, programs and services. Founded by two African American gay men with deep roots in Oakland's community, the Center is a young organization that is growing rapidly to meet the needs of marginalized communities in Oakland and Alameda County. We have an energetic, culturally inclusive, team oriented, "outside of the box" and innovative office culture that values wellness and self-care.

THE IDEAL CANDIDATE

You are a certified phlebotomist in good standing with all state requirements. You provide excellent customer service. You work exceptionally well with teams. You naturally treat problems like puzzles to be solved and jump in with gusto to help resolve challenges. You thrive working towards goals and outcomes. You pay attention to details and are adept at balancing quality and efficiency. You are always professional and offer high quality customer care. You enjoy technology, quality work, and fair compensation including flexibility, paid time off, professional development, benefits, and a supportive work environment.

THE POSITION

The Oakland LGBTQ Community Center's **Phlebotomist-Lab Technician** is responsible for supporting the Glenn Burke Clinic team with the planning and management of the clinic's delivery of sexual health, prevention and treatment services to include PrEP, PEP, HIV/STI testing, HIV/STI treatment, Gender Affirming Care, referral services, linkage to primary care, benefits enrollment, and mandated reporting. Driven by a strong commitment to customer service, the Phlebotomist-Lab Tech, is responsible for helping to ensure that our clinic services meet community health standards and objectives and are provided with the highest service quality.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties as assigned.

- Draw blood from patients
- Assemble and set up medical instruments (needles, tubes, blood vials, etc.)
- Position and prepare the patient for blood drawing
- Assist patients seeking gender affirming care
- Monitor the patient for reactions; monitor equipment operations
- Monitor and take patient vital signs as needed
- Educate patient on pre and post care
- Provide patient counseling, care and support
- Verify patient identity
- Properly label drawn blood for testing and processing
- Enter patient information into database (s)
- Maintain a clean and sanitary space; sterilize supplies properly
- Process and update required records and documentation
- Ensure patient confidentiality; adhere to all HIPPA guidelines

- Track all labs, perform necessary follow-up on missing lab results, perform data-entry to ensure appropriate documentation
- Conduct on-site and off-site HIV/STI testing services with the GBWC team
- Provide excellent customer service and care
- Assist with patient scheduling
- Provide PEP & PrEP navigation services
- Assist with MPOX vaccination clinics
- Assist with benefits enrollment when needed
- Link patients to Center Wellness Services Coordination team when necessary
- Provide input into the design, development, and implementation of new programs, services, and service delivery channels in order to provide cutting-edge service and meet emerging client needs.
- Participate in all scheduled interdisciplinary staff and sub-contractor meetings with, capacity building partners, medical provider in-charge, Wellness Coordinators, Community Outreach/Training Manager/Director, and Program Director to ensure general continuity of services and promote collaboration.
- Help to nurtures a respectful and positive working environment

Community Engagement/Outreach/Referral

- Attend all required internal and external meetings and trainings
- Participate and assist with all required outreach activities
- Represent the agency at meetings or other gatherings of service providers as needed or directed.
- Develop and maintain access to inbound and outbound external and internal community resources, referral services and partnerships clients may seek.
- Develop and maintain tracking and reporting mechanisms for external and internal referrals and outreach activities
- Engage, respond, and follow up with clients as needed
- Other duties as assigned.

Administrative Support

- Assist in mandated review of medical charts with Provider, Clinic Director and Program Director
- Assist in the development of agency policies and procedures
- Maintain inventory of prevention and clinic supplies, equipment, literature, and testing equipment.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

- Must have a valid Phlebotomy Technician certificate or license from the National Center for Competency Testing (NCCT), National Health career Association (NHA). The American Society of Clinical Pathology (ASCP), or the American Medical Technologists (AMT)
- Have a High School Degree or Equivalent
- Understands and is proficient with standard blood drawing practices and procedures.
- Proven experience as a phlebotomist
- Strong computer skills, including Microsoft Office Suite or similar software.
- Excellent interpersonal Skills & Communication skills
- Ability to work on weekends for special testing events
- Able to stand on feet, bend, and move around during shift.
- Able to maintain strict adherence to safety regulations, operating and maintenance instructions, and policy, protocol, and procedure manuals.
- Knowledge of aseptic and sterilization techniques.
- Ability to work in a highly detail- and task-oriented, fast-paced environment.
- Experience working in a medical or non-profit setting.
- Experience linking patients to primary care and social service programs.
- Ability to work independently and as part of a team with accountability, taking initiative and exercising sound judgment, discretion, and professionalism at all times;

- Demonstrated ability to work effectively with and within a diverse setting of members, colleagues, including unhoused, poor, senior, disabled and other disenfranchised people; individuals with mental health and/or substance use issues; and people from diverse ethnic, cultural, economic, sexual orientation and gender identification communities.
- Must have a valid State Driver's License, HIV Testing Certification.
- Two years working with persons with HIV/AIDS and/or other issues including sexual health, reproductive health, drug use, homelessness, mental illness a plus
- Proven ability to accomplish duties in a timely manner
- Experience working with a FQHC or 340b healthcare setting and familiar with compliance requirements (preferred)

LANGUAGE SKILLS:

- Ability to read, analyze, and interpret charts, medical periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and provide input into procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, patients, customers, and the general public.
- Fluency in English. Spanish/English speakers encouraged to apply

General

- * Participate in staff meetings, training workshops, and community meetings as assigned;
- * Ensure the overall maintenance and security of open and closed files as assigned;
- * *Must be willing to work evenings and at least one Saturday per month as needed for programmatic activities;*
- * Other responsibilities as assigned to support the programmatic and administrative needs of the organization and our patients.

Compensation and Benefits:

The Center offers a competitive wage and benefits that includes employer-sponsored major medical, dental, vision and disability insurance, 401k, and paid time off including 2-weeks paid vacation, sick leave, and 16 paid holidays including two floating holidays such as, day after Pride, and election day.

The Oakland LGBTQ Community Center is an equal opportunity employer committed to maintaining a culturally diverse work environment. Individuals with diverse experiences, people of color, bilingual English-Spanish-Cantonese speakers, lesbian, gay, bisexual and transgender individuals, women, and people living with HIV/AIDS or other disabilities are particularly encouraged to apply. Center programs are supported with a variety of contract and grant funds. Grant funded positions are time limited and contingent upon sufficient grant funding.

Interested individuals should send the cover letter and resume via email to maurice@oaklandlgbtqcenter.org

**Please do not call or stop by our offices to apply for this or any positions on our website.*