

**COMPETENCY MODEL FOR
MEDICAL ASSISTANT
CLASS CODE 2310**

The following competencies have been identified as those that best separate superior from satisfactory job performance in the class of **MEDICAL ASSISTANT**. (Numbers refers to the order of competencies in the Competency Bank.)

- 5. Learning Ability
- 6. Attention to Detail
- 12. Conscientiousness
- 20. Job Knowledge
- 22. Clerical Speed and Accuracy
- 34. Customer Service
- 35. Teamwork
- 43. Follow Oral Directions

On the following pages are descriptions of each competency, including a definition, the level of the competency required for the class (*italicized*, **bolded**, and underlined), examples of behavioral indicators, and satisfactory and superior performance levels.

5. LEARNING ABILITY . Readily acquires and applies new information.

Level of Competency Required by Job:

Level 1: Learn job-related information, rules, and procedures, and apply them correctly.

Level 2: Learn and apply extensive job-related information correctly. Make reasonable inferences when specific information needed in a given instance was not presented.

Level 3: Access new job-related information via print or electronic media, in educational/training programs, and/or by speaking with others, and apply it correctly to the job.

Examples of Behavioral Indicators:

- Recalls information presented in educational/training programs.
- Recognizes how to apply newly acquired information to the job.
- Applies new information to the job in a way that increases productivity.
- Applies lessons learned from prior work experiences to current work.
- Answers questions/coaches others who received the same instruction.

Performance Levels:

Satisfactory

Learns new information and applies it appropriately to situations/issues.

Superior

Readily acquires new information, makes appropriate inferences based on it, and integrates it with prior learning and experience to maximize its use in a variety of situations or with respect to a variety of issues.

6. ATTENTION TO DETAIL . Extremely careful in addressing all aspects of each work assignment in order to produce %completed staff work+and/or avoid any negative outcomes.

Level of Competency Required by Job:

Level 1: Ensure all aspects of work assignment are completed as directed.

Level 2: Verify that each aspect of work assignment is properly completed; make logical inference regarding additional activities that may need to be performed to produce "completed staff work."

Level 3: Include evaluation of final work/work product in its accomplishment; make adjustments as possible to improve.

Examples of Behavioral Indicators:

- Carefully checks all aspects of work for completion and accuracy before submitting.
- Identifies errors (for example, typos, computations, measurements, application of laws/rules/policies) and corrects them prior to submitting.
- Cross-checks work against available resources.
- Sets up a means of checks and balances to ensure work accuracy.
- Considers changes in final work product to ensure usability by recipient.
- Completes all revisions upon request.

Performance Levels:

Satisfactory

Ensures that each task accomplished represents %completed staff work.+ No remaining details/inconsistencies for others to address.

Superior

All aspects of each task completed are verified to be correct. Identifies any foreseeable consequences of work that may need to be addressed and does so.

12. CONSCIENTIOUSNESS . Dependable, reliable, diligent, and attends to all aspects of assignments (the %details+).

Level of Competency Required by Job:

Level 1: Remain on-task and make every reasonable effort to complete work in time allotted. Note discrepancies and takes action or informs appropriate person when %things don't seem right+ in information or data.

Level 2: Note when own work logically relates to the work of others and coordinate with them and when additional tasks must be performed to complete an assignment and perform/assign them. Recognize when, despite best efforts, work will not be done and notifies supervision.

Level 3: Attend to each area of responsibility, and if all are not being addressed, arrange for transfer or elimination of some of them. Ensure that all aspects of programs/projects are properly addressed to ensure success.

Examples of Behavioral Indicators:

- Seeks all necessary information to do the job well.
- Learns from experience so can recognize when things are not right.
- Maintains a high level of task-related behavior.
- Continues to work diligently in the absence of supervision.
- Fully attends to seemingly minor as well as major aspects of each work assignment.

Performance Levels:

Satisfactory

Fully attends to work at hand; notes details, errors, and discrepancies and follows-up as necessary. Reliably performs and completes work. Punctual; respectful of others' time.

Superior

Notes relationship of own work to work of others to ensure all aspects are coordinated. Performs additional tasks and otherwise follows-up to ensure thoroughness.

20. JOB KNOWLEDGE . Knows information required to perform a specific job. Includes both widely available courses of study (for example, chemistry, human resources management, graphic arts) and City-specific information (parking regulation and ticketing practices; purchasing procedures; provisions of the City Charter).

Level of Competency Required by Job:

Level 1: Knowledge acquired after hire in a brief orientation, short training program, or through on-the-job training.

Level 2: Knowledge acquired through an apprenticeship or extensive training program, or long duration of job performance.

Level 3: Knowledge acquired through a prolonged external course of study and/or extensive training and experience within the City.

Examples of Behavioral Indicators:

- Performs work correctly/avoids technical (job content related) errors.
- Answers technical questions about work accurately.
- Asks few technical questions about the performance of routine work activities.
- Offers advice (coaching+) to new employees regarding their work.
- Develops training programs for other employees.
- Sought out as a source of information by others.

Performance Levels:

Satisfactory

Sufficient job knowledge to perform work correctly independently. Answers technical questions about work correctly.

Superior

Expertise in technical job information sufficient to serve as a resource to others. May develop training manuals/programs and/or give internal and/or external presentations related to work.

Job Knowledge Areas

1. Knowledge of general medical terminology and abbreviations related to health screenings, physical examinations, medical procedures, diagnoses, test results, tools and equipment used to perform laboratory and diagnostic tests, and the human body's systems and their components and processes, including EKG (electrocardiogram), HINT (hearing in noise test), and CST (cardiac stress test) sufficient to carry out physician's orders, assist physicians in performing or preparing for medical tests or procedures, and to read, write, and comprehend medical records, reports, charts and notes recorded for City employees, applicants and LAPD arrestees.
2. Knowledge of medical laboratory tests including drawing blood, toxicology, drug testing, and the collection, preparation, and analysis of urine specimen, and the procedures, instruments and equipment necessary to perform such tests including split cup, lab tube, dipstick, vacutainer needle, red top tube, tiger top tube, and lavender top tube sufficient to use the appropriate instruments and equipment when performing medical tests requiring laboratory analysis for applicants and new and existing City employees.
3. Knowledge of common diagnostic tests including audiogram hearing tests, vision tests (e.g. Farnsworth D-15 and Ishihara advanced color vision test for Police and Fire Fighters), cardiac stress tests (e.g. electrocardiogram (EKG) test), blood pressure tests, and biometric measurements including, height, temperature, and weight, and the procedures, materials and/or equipment required to perform such tests and/or measurements including colored discs or plates, electrodes, blood pressure cuff, stethoscope, blood pressure machine, height ruler, scale, thermometer, and a watch sufficient to correctly perform and record health screenings and physical examinations for applicants and current City employees.
4. Knowledge of procedures, equipment, and supplies required to ensure sanitary, sterile and clean conditions of laboratory, medical supplies, patient examining areas, and equipment including disposable gloves, masks, goggles, germicidal solutions and disinfectants, plastic tubes, and alcohol wipes sufficient to ensure personal and patient protection against disease and infection.
5. Knowledge of various vaccines and the proper location on the patient's body for injection including a Tuberculosis (TB) vaccine, Hepatitis A vaccine, Hepatitis B vaccine, Measles, Mumps, and Rubella (MMR) vaccine, Tetanus, Diphtheria, and Pertussis (TDAP) vaccine, and influenza vaccine sufficient to safely and effectively administer injections to applicants and new and existing City employees to prevent against disease.
6. Knowledge of Federal and State laws and regulations related to patient confidentiality, respiratory protection, and immunizations as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and California Occupational Health and Safety Administration (Cal-OSHA) sufficient to ensure compliance as required by law.

22. CLERICAL SPEED AND ACCURACY . Correctly and quickly notes accuracy versus inaccuracy in printed material and numerical data.

Level of Competency Required by Job:

Level 1: Proofread own written material; verify own data.

Level 2: Proofread written material, verify data, and confirm the accuracy of other information such as that on forms, lists, or schedules, for someone else.

Level 3: Recording, entering, comparing, and/or verifying information and/or data is a primary job duty and must be performed quickly and accurately

Examples of Behavioral Indicators:

- Notes virtually all typos in printed material.
- Enters data quickly and accurately.
- When verifying entries, identifies and corrects all errors.
- Identifies errors on forms completed before the information is used by others.
- Notes even minor inconsistencies in the presentation of detailed information.

Performance Levels:

Satisfactory

Makes few errors when recording, comparing, or entering information or data. Verifies and corrects information and data in a way that results in a virtually error-free work product.

Superior

Records, compares, and enters information and data with exceptional speed and accuracy. Virtually no errors identified during verification.

34. CUSTOMER SERVICE . Interacts with recipients of services (internal or external customers) in a way that provides accurate, timely, and effective information and service.

Level of Competency Required by Job:

Level 1: Interact with customers in person, over the telephone, or through e-mail (and/or other electronic media) in order to provide information or assistance. Listen to customer concerns; explain/reconcile information and provide alternatives if possible; facilitate resolution by making referral and/or following-up as necessary.

Level 2: Promotes positive customer service. Serves as a model of providing exemplary customer service.

Level 3: Develop customer-oriented procedures; identifies changes in procedures to enhance customer service and ensures they are implemented.

Examples of Behavioral Indicators:

- Carefully listens to (or reads) customer statement of the issue.
- Provides direct, informative, accurate responses to customer.
- Suggests options if available.
- Maintains a positive attitude in the face of customer complaint or frustration.
- Remains focused on the issue presented by the customer and directs the customer back to the issue if necessary.
- Asks the customer if their concerns have been fully addressed.
- Ensures organizational policies and practices are customer-focused.
- Ensures all employees recognize their responsibility for customer service and are properly trained for it.

Performance Levels:

Satisfactory

Displays knowledge as well as courtesy and patience when interacting with customers. Ensures customer's issue is correctly identified and remains focused on it until it is resolved.

Superior

Seeks further information or advice to resolve difficult issues. Solicits feedback on the effectiveness of service. Makes suggestions for improving service and facilitates changes needed to implement.

35. TEAMWORK . Interacts effectively with others to achieve mutual objectives; readily offers assistance to others to facilitate their goal accomplishment.

Level of Competency Required by Job:

Level 1: *Work effectively as a member of a work unit or project team. Readily offer assistance to others when they have too much work or have too little.*

Level 2: Work effectively as a team member in which different people have different roles/responsibilities and perspectives. Identify points for collaboration with co-workers; readily offer and request assistance.

Level 3: Work effectively as a part of an interdependent team (your work gets done only if the work of the whole team is done; evaluation of team performance is more relevant than individual performance).

Examples of Behavioral Indicators:

- Discusses work-related matters with co-workers.
- Offers and requests assistance readily.
- Offers and is receptive to suggestions.
- Identifies problems with workflow that will prevent team from accomplishing its goals.
- Provides constructive criticism and feedback to team members to improve overall functioning of team.
- Assigns credit to team for accomplishments.

Performance Levels:

Satisfactory

Cooperates with co-workers and fulfills responsibilities as a member of a project team. Maintains a focus on common objectives and offers and requests assistance readily.

Superior

Sees the team as a whole; acknowledges that performance of the team is what in reality is evaluated by others. If anyone fails, everyone on the team fails.

43. FOLLOW ORAL DIRECTIONS . Performs work accurately as directed orally.

Level of Competency Required by Job:

Level 1: Receive specific, complete oral directions daily or by individual task assignment throughout the day.

Level 2: Receive general instructions orally that span across days or for entire assignments.

Level 3: Receive general instructions/assignments orally regarding long-term objectives/responsibilities.

Examples of Behavioral Indicators:

- Does work assigned orally properly and on time.
- Asks pertinent questions for clarification of assignments.
- Performs work correctly when instructions were given orally.
- Explains assignments to others who received the same instructions.
- Performs work in accordance with general outline provided orally.
- Correctly infers details of assignments given only in general terms.

Performance Levels:

Satisfactory

Properly performs work when concrete, specific instructions are given orally. Asks pertinent questions when parts of the instructions are unclear or omitted.

Superior

Properly performs work assigned orally. Answers questions or explains work to others. Correctly infers details or portions of instructions that were omitted.