

## **Certified Medical Assistant (CMA) or Licensed Practical Nurse (LPN)**

Locations: Brown, Forest, Marinette, Oconto, Shawano, or Vilas Counties

Newcap, Inc. is a community action agency dedicated to empowering low-income citizens to achieve economic security. Since 1965, we have been moving people from poverty to opportunities, enhancing community development along the way. We value making a tangible difference every day.

### **As a Certified Medical Assistant (CMA) or Licensed Practical Nurse (LPN), you will:**

- Provide essential administrative and clinical support for the Community Health Services Program.
- Handle incoming calls, route them, and manage a multi-line phone system, including updates for extensions and voicemail greetings.
- Maintain clinic supply invoices, order supplies and equipment, and ensure inventory adequacy.
- Engage in community outreach to build partnerships and expand patient access.
- Support health care delivery across physical sites as scheduled with the Nurse Manager.
- Operate the mobile outreach vehicle to connect homeless individuals with health care services and resources.
- Manage appointments, patient information, and maintain detailed medical records.
- Perform clinical tasks like phlebotomy, administering injections, and collecting lab specimens.
- Educate patients on contraceptive options and communicate lab results post-review by licensed professionals.
- Assist patients with Wisconsin Family Planning Only Services applications and provide medication assistance under active prescriptions.
- Ensure HIPAA compliance, maintain a clean clinic environment, and support ongoing training for skills improvement.

### **Qualifications:**

- Certified Medical Assistant or Licensed Practical Nurse licensure, verified upon hire.
- CPR certification (or ability to acquire within 1 month).
- Experience with Electronic Medical Records (EMR) and Microsoft Office Suite.
- Bilingual skills in English/Spanish preferred for interpreting patient needs.

### **Desired Qualities:**

- **Problem Solving:** Identify, analyze, and implement solutions effectively.
- **Attention to Detail:** Thoroughly complete tasks with efficient organization.
- **Proactivity:** Seek solutions immediately without waiting for direction.
- **Process Improvement:** Optimize existing processes for better service delivery.
- **Communication:** Communicate effectively at all organizational levels.
- **Accountability:** Own your actions and outcomes with honesty.
- **Critical Thinking:** Distill details into impactful decisions.
- **Flexibility:** Adapt to changes in work style and timing.

### **Benefits**

- Full-time, stable, year-round work.
- Work a flexible 4-day week.
- Over 4 weeks of PTO in the first year.
- 16 paid holidays.
- Low-premium medical insurance for you and your family.
- Dental and vision insurance.
- Retirement plan with match and immediate vesting.
- HSA contributions, wellness programs, and more.
- Ongoing training and development opportunities.
- Participation in employee and family events.

## **Summary of the Organization**

Newcap is a community action agency equipping low- and moderate-income residents with the tools and potential for achieving economic security and long term personal and professional success.

Newcap, where we are embracing a Whole Family Approach. Meeting families not where they are – but *where they dream*. The Whole Family Approach is a family-led strategy that provides adults and children with the tools they need to set and meet goals together as a family. This model uses a holistic approach partnering with the family to address their needs and make progress on their goals; this partnership increases the likelihood of long-term success for everyone involved. By using the WFA, family members work together to support each other's goals and achieve long-term change and stability. Every family brings strengths, and every family knows best what it needs. We support and cheer them on.

We use the Family-Centered Coaching approach at Newcap which means we recognize the complexity of people's lives. We continually strive to understand the impacts of institutional discrimination, the implicit bias within organizations and systems, and how those factors influence our work to develop and deliver services. We value humility and ask questions before assuming we know what's right for someone else. Flexibility and the ability to respond to changing conditions with questions and curiosity are key to how we coach and build trusted relationships with clients and each other. We respect each individual and work with them on their own defined goals – not on what we think is best for them.

This coaching method uses techniques from goal setting, motivational interviewing, and strength-based training to help coaches work with households to address the needs of the whole family, when and how they need support. Using a flexible approach helps coaches establish trust and rapport through a parent's progressive stages of change, FCC recognizes that families need different things at different times. Instead of focusing solely on setting goals, it allows coaches to address unique situations and life crises as they come up.

Join us and be part of a team making a real impact in the community. Apply today!