



MEDICAL ASSISTANT JOB ANNOUNCEMENT

ABOUT THE ROLE:

As a Medical Assistant (MA) at Santa Cruz Community Health, you will be a key member of the Care Team, providing excellent patient service and supporting the patient-centered medical home (PCMH) model. Your duties will include preparing charts, rooming patients, taking and recording vital signs, assisting providers during exams, performing lab tasks, and educating patients. This role requires strong critical thinking, clinical skills, patient communication, organization, and time management.

Classification: Full-time, Hourly, Non-Exempt

Location: Women's Health Center, Santa Cruz, CA

Reports to: Clinic Manager

Pay Range: \$23.00 – \$32.36/hour, DOE and Certification

Schedule: Full-Time; Some evenings

Language Requirements: English; English/Spanish strongly preferred

ABOUT SANTA CRUZ COMMUNITY HEALTH:

Santa Cruz Community Health is a multi-site Federally Qualified Health Center (FQHC) serving Santa Cruz County. Founded in 1974 as a women's health collective, our mission has remained consistent for over 50 years: to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality.

We operate three clinic sites:

- Santa Cruz Women's Health Center (downtown Santa Cruz) – serving women and children
- Live Oak Health Center – serving patients of all ages
- Santa Cruz Mountain Health Center – expanding healthcare access in the San Lorenzo Valley

SCCH is driven by the belief that health care is a human right. We provide comprehensive services to all patients, regardless of ability to pay, and are recognized locally and beyond for our high-quality, innovative care. Our team is active in advocacy efforts at the local, state, and national levels.

We serve a diverse patient population and foster a collaborative, mission-driven work environment committed to whole-person, equitable care.

CORE JOB RESPONSIBILITIES:

- Provide patient health education under medical provider guidance



- Assist providers with medical procedures and direct patient care as needed
- Participate in team meetings and complete required trainings
- Protect patient information in compliance with HIPAA regulations
- Support Clinic Manager in maintaining safe and functional facilities
- Foster a positive, collaborative team environment

Job Expertise

- Apply knowledge of medical assisting principles, clinical policies, and relevant laws
- Serve as a resource for clinical questions and problem-solving
- Liaise effectively between patients, front office, billing, and providers
- Use Electronic Health Records (EHR) efficiently
- Perform lab tests, document results, and conduct pregnancy screenings
- Administer adult and pediatric injections
- Set up and clean exam rooms
- Prepare paperwork for labs, sterilize equipment, and assist with inventory and supply management

QUALIFICATIONS:

Minimum Qualifications:

- A passion for supporting community-based care
- High School Diploma or GED
- Clinical Medical Assistant School indicating completion of program including externship
- Current BLS/CPR certification
- Minimum of one year of back-office experience

Preferred Qualifications:

- Bilingual English/Spanish strongly preferred
- Good knowledge of general back-office procedures, such as taking vitals, performing venipuncture, administering immunizations, etc.
- Good comprehensive knowledge of medical terminology in English and Spanish
- Emergency response capability for possible crisis situations

Skills & Knowledge:

- Understanding of clinical healthcare practices, procedures, and HIPAA regulations
- Proficiency with EHR systems, practice management software, and Microsoft Office
- Familiarity with health insurance plans and billing basics



- Strong verbal and written communication skills
- Good judgment and ability to work independently
- Collaborative, team-oriented approach with empathy and professionalism
- Strong interpersonal skills and commitment to equitable, patient-centered care

CERTIFICATION SUPPORT:

SCCH supports Medical Assistants who have not yet obtained certification by covering exam fees and providing guidance toward certification.

BENEFITS THAT SUPPORT YOU:

We offer a competitive and comprehensive benefits package to support employee well-being and work-life balance. Benefits are available to employees working 20 or more hours per week, and include:

- Employer-subsidized medical, dental, vision, and life insurance
- Optional coverage: pet insurance and other supplemental plans
- Coverage begins the first of the month after 30 days of employment
- Paid time off and holidays starting on day one
- 401(k) plan with 2% automatic enrollment and 2% employer match
- Wellness reimbursement and telecommuting stipend (as applicable)
- License and certification fee reimbursement (as applicable)

Santa Cruz Community Health is an Equal Opportunity Employer (W/M/V/D).