



MEDICAL ASSISTANT SANTA CRUZ MOUNTAIN HEALTH CENTER (SCMHC) JOB ANNOUNCEMENT

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.

POSITION SUMMARY:

The MA ensures patients receive excellent customer service care and that operations are conducted in support of the patient centered medical home (PCMH) model. Medical Assistants work in Care Teams and are responsible for a variety of back office medical assisting, lab, and patient education duties. Duties include but are not limited to, preparing charts for patient visits, rooming patients, taking, and recording vital signs, assisting providers with exams, and working as a strong and flexible member of a health care team. Medical Assistants are expected to demonstrate exceptional critical thinking, clinical, patient relations, organizational, and time management skills.

Classification: Full-Time, Hourly, Non-exempt

Location: Santa Cruz Mountain Health Center

Reports to: Clinic Manager & Site Operations Director

Hours: Varies; Monday - Friday

Pay Range: \$26.37 – \$36.31 per hour, DOE

Language Requirement: English; English/Spanish Preferred

BENEFITS:

Competitive compensation and benefits package are available to staff working at least 20 hours per week. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match.



CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Provide health education to patients under the direction of medical providers
- Assist providers with medical procedures and provide direct patient care (under the direction of medical providers) when demand is high
- Attend and participate in organization meetings and attend assigned trainings
- Ensure protection of individually identifiable health information per HIPAA regulations
- Assist Clinic Manager in ensuring that facilities are safe and meet staff and patient needs
- Create and support a positive teamwork environment

Job Expertise

- Demonstrates knowledge of medical assisting principles and practices
- Demonstrates knowledge and use of clinic policies and procedures as well as applicable federal and state rules and regulations
- Applies technical and procedural know-how to get the job done
- Serves as a 'resource person' on whom others rely for advice and answers difficult questions
- Effectively gathers and uses information, procedures, materials, equipment, and techniques required for job
- Acts as a patient liaison with front office, billing staff, and providers
- Assists providers with procedures
- Demonstrates ability to effectively use Electronic Health Records system (EHR)
- Performs lab tests and documents results
- Conducts pregnancy screening, administers adult and pediatric injections, provides health education, information and referrals as needed
- Sets up and breaks down exam rooms
- Prepares paperwork for external laboratories, sterilizes equipment in autoclave, and assists with stocking, inventory, and ordering medical/clinic supplies

QUALIFICATIONS:

Minimum Qualifications:

- High School graduate or equivalent
- Clinical Medical Assistant School indicating completion of program including externship
- Current BLS/CPR certification
- Minimum of one year back-office experience
- Phlebotomy experience: certificate preferred



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:

- Knowledge of standard clinical healthcare practice policies and procedures.
- Experience working on computers and Knowledge of Microsoft Office software products.
- Ability to work with practice management and EHR systems.
- Knowledge of health insurance plans.
- Knowledge of healthcare terminology, procedures, and practice.
- Knowledge of HIPAA regulations.
- Excellent verbal and written communication skills.
- Knowledge of personnel management and labor law as it relates to this position.
- Ability to work independently and to use good judgment.
- Ability to work effectively and harmoniously with co-workers.
- Possess empathy towards the needs of others with excellent leadership and coaching skills.
- Actively works to maintain a good working relationship and team approach with peers and co workers.

SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D)