



TEAM MEDICAL ASSISTANT JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing appropriate and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

POSITION SUMMARY:

The Team Medical Assistant (MA) serves as a team lead for their Care Team assignment within SCCH. The Team MA ensures the success of back-office operations by managing team resources to meet the demands of patient care. This position works closely with the Clinic Manager and the Team RN in providing the highest level of continuously improving quality medical care. The Team MA ensures patients receive excellent customer service and that operations are conducted in support of the patient-centered medical home (PCMH) model. Evening/Saturday shifts may be required as part of Team Based Care and organizational staffing support.

Classification: Full-time, Hourly, Non-Exempt

Reports to: Clinic Manager

Location: Live Oak Health Center

Hours: Varies, Some Evenings

Pay Range: \$31.11 - \$35.17 per hour, DOE, plus \$0.50/hr Spanish bilingual differential

Language Requirement: English; Bilingual English/Spanish Strongly Preferred

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO :

- Monitor daily patient flow for the Oak Care Team to ensure patient access meets visit demand.
- Responsible for the delegation and follow up of administrative tasks for the team.
- Monitor and adjust Medical Assistant schedules to ensure efficient workflow and adequate break/lunch times for staff.
- Assist with schedule operations systems problem solving, e.g. patient wait times, cycle times, and other areas of concerns to increase clinic efficiency and quality of services.
- Work with clinic management and Team MA colleagues to:
 - Assign and review the completion of opening and closing procedures
 - Daily exam room assignment for teams
 - Ensure efficient clinic instrument management e.g. procedure kits, and exam room set up and stocking
 - Ensure workflows are implemented and monitored consistently across teams
 - Ensure standardization of organizational policies
 - Support the clinic's success in meeting regulations and requirements for programs, including but not limited to VFC, OSHA, CCAH, Medi-Cal, FamPact, Medicare, HRSA, and PCMH
- Provide health education to patients under the direction of medical providers.
- Assist providers with medical procedures and providing direct patient care when demand is high.
- Participate in the implementation of new workflows with QI Department assuring all Medical Assistants are trained and working at the top of their skill level and within their scope.
- Support process standardization and improvement activities through use of evidence-based systems change practices (e.g. PDSA cycles), working with other organization leadership, and supporting staff training.
- Participate in and support outreach efforts of population health management and preventative care services.
- Participate in the hiring process of new medical assistant team members.
- Support on-boarding and training of new medical assistants in conjunction with the QA/QI department.
- Mentor MA staff and provide performance feedback to clinic management.
- Attend and participate in organization committees, meetings, and attend assigned trainings.
- Ensure protection of individually identifiable health information per HIPAA regulations.
- Assist clinic supervisors/management in ensuring that facilities are safe and meet staff and patient needs.
- Support a positive teamwork environment

GENERAL JOB PERFORMANCE STANDARDS:

- **KNOWLEDGE OF WORK** - Posses and utilizes knowledge of the job which is essential to perform the specific functions and related work.
- **QUANTITY OF WORK** - Accomplishes an appropriate volume of satisfactory work under normal conditions. Ability to produce results.
- **QUALITY OF WORK** - Consistently demonstrates accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.
- **TIMELINESS** - Completes assignments on or ahead of schedule.
- **ABILITY TO LEARN NEW DUTIES** - Interprets, learns and responds to instructions for new situations, procedures or methods.



- **JUDGEMENT and COMMON SENSE** - Decisions/actions are sound, including safety awareness.
- **COOPERATION** - Willing to work with others toward common goals.
- **COMMUNICATIONS** - Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.
- **INITIATIVE**- Ability to originate, develop or create new ideas or take steps to get things done.
- **PROBLEM SOLVING** - Identifies and evaluates alternate solutions and selection of the most appropriate course of action.
- **ATTENDANCE AND PUNCTUALITY** - Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods, and other authorized absences from work.

QUALIFICATIONS:

Minimum qualifications:

- Two years' minimum experience as a medical assistant in a healthcare setting.
- Certified MA certificate from an accredited course of study prior to hire, or within 6 months of hire.
- Hold active BLS/CPR certification
- Knowledge of standard clinical healthcare practice policies and procedures
- Knowledge and experience with Microsoft Office software products
- Ability to work with practice management and EHR systems
- Knowledge of health insurance plans, healthcare terminology, procedures, and practice
- Ability to work some evenings and Saturdays

Preferred Qualifications:

- Experience working with under-resourced populations
- Bilingual in English and Spanish

BENEFITS:

We offer a robust benefits package designed to support your well-being and work-life balance! For employees working 20 or more hours per week, our comprehensive benefits suite includes employer-subsidized health, dental, vision, and life insurance plans, with optional pet insurance and supplemental coverage starting the first of the month after 30 days of employment. From day one, you'll accrue paid time off, have paid holidays, and a 2% automatic 401K enrollment with a 2% company match. Plus, we cover license and certification fees along with continuing medical education (CME) costs and days off. You'll also benefit from access to a wellness reimbursement program and a telecommuting stipend when applicable. Celebrate with us at monthly staff events and bi-annual company-wide celebrations and take advantage of ongoing training opportunities.

Internal Staff: Internal Staff who transition into this position will retain their current benefits, tenure, PTO, accruals and retirement matching as applicable, with no lapse in coverage.

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