



Medical Assistant (Bilingual, Full-time)

The Santa Cruz Community Health Centers (SCCHC) began as a women's health collective in 1974 with the mission of providing high quality health services and advocating the feminist goals of social, political, and economic quality. Now, 40 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and our new East Cliff Family Health Center in Live Oak, serving everyone.

The SCCHC 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 of our patients have access to comprehensive, quality health care.

Job Summary: SCCHC Medical Assistants work in Care Teams and are responsible for a variety of back office medical assisting, lab, and patient education duties. This position requires the ability to work at least 2 afternoon/evening shifts (until 9 pm) per week and possible Saturdays. Full time position.

Job Duties: 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.

COMPETENCIES

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

Customer Service

- Provides patient-centered customer service at all times



- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner
- Demonstrates ownership, initiative, attention to detail, and follow-through
- Approaches problem-solving by focusing on patients first
- Advocates for care that best serves the patient
- Addresses customer complaints/problems in a timely manner

Communication Skills

- Oral and written communication is clear, concise, accurate, positive and respectful
- Demonstrates comprehension of oral and written questions, instructions, and information rapidly, thoroughly, and accurately
- Response to oral and written questions, instructions, and information is timely and appropriate
- Written communication is well-organized, legible, concise, neat, and in proper grammatical form
- Checks work related email and mailbox on a daily basis

Teamwork and Interpersonal Skills

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others
- Demonstrates a positive attitude, flexibility and ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

Judgment and Problem Solving

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions
- Resolves issues independently and only seeks assistance as needed

Reliability

- Completes assigned duties & responsibilities in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient confidentiality as required by HIPAA

MINIMUM QUALIFICATIONS

- High School Diploma or GED
- Desire to serve the community clinic population with excellent health care
- Experience and/or interest in health care
- Fluent bilingual in Spanish/English
- Current CPR certification
- Ability to work at least 2 evenings per week and possible Saturdays

**DESIRABLE QUALIFICATIONS**

- BA or college coursework related to health care
- Certificate from CA Board of Medical Assistants or America Registry of Medical Assistants
- Experience with immunizations, finger stick glucose and HCT and EKG

SALARY & BENEFITS

Competitive salary and benefits package. Paid time off accrual and paid holidays from date of hire. Employer subsidized health, dental and life insurance, voluntary vision and tax-deferred annuity plan after 90 days of employment with a satisfactory review.

APPLICATION PROCESS

To apply, complete employment application. Download employment application at www.schealthcenters.org/careers. Submit application and current resume with letter of interest to human resources. No phone inquiries please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER