



MEDICAL ASSISTANT JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) 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 equality. Now, more than 45 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating three sites: the Santa Cruz Women's Health Center (WHC) in downtown Santa Cruz serving women and children; the East Cliff Family Health Center (EC) in Live Oak, serving everyone, and the new Santa Cruz Health Center (SLV) in the San Lorenzo Valley.

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 of our patients have access to comprehensive, quality medical and behavioral health care.

POSITION SUMMARY:

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 some Saturdays (7:45 am to 1:30 pm) as well as shifts during the week that may include 2 evenings (until 9:00 pm).

Duties include, but are not limited to, preparing electronic 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
Reports to: Clinical Support Manager

Location: Clinic – WHC, EC or SLV
Hours: Varies; Evening/Saturday shifts may be required

CORE JOB RESPONSIBILITIES:

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 to questions that come up in day-to-day clinic operations
- 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, once trained
- Demonstrates ability to effectively use Electronic Health Records system (EHR), once trained
- Performs lab tests and documents results
- Conducts pregnancy screening, administers adult and pediatric injections, provides health education, information and referrals as needed, under the direction of RNs and medical providers
- Sets up and breaks down exam rooms, cleans 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 to 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
- Learns to know when to seek assistance

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, EHR messages and physical mailbox daily

Teamwork and Interpersonal Skills

- Dealings with others are characterized by kindness, fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Offers support and assistance to others, obtains information from others, and supplies information to others
- Demonstrates a positive attitude, flexibility and the ability to develop effective relationships by helping others accomplish tasks, 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 knows when to seek assistance

Reliability

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

COMPETENCIES:

Accountability: Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to make adjustments to improve their effectiveness; courage to have difficult conversations.

Clinical Skills: Stays up to date and knowledgeable on all clinical guidelines laid out in SCCH policies and procedures.

Communicating Effectively: Shares information. Listens and involves others. Clearly conveys ideas in a way that engages others and helps them understand and retain the information. Able to manage competing demands, able to deal with frequent changes, delays or unexpected events and to ensure that work responsibilities are covered when absent.

Patient/Customer Focus: Builds patient confidence, is committed to increasing patient satisfaction and engagement, assumes responsibility for solving patient problems, ensures commitments to patients are met, responds to internal customers.

Decision Making/Judgment: Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the personal impact and the impact to customers, care team, and SCCH organization; conducts the appropriate analysis to identify the symptoms and root causes of issues; makes timely recommendations and decisions.

Leading Change: Supports people in their efforts to try new things; embraces change; maintains a constant focus on efforts to improve performance, quality and efficiency of work processes.

Results Orientation: Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully reach goals; motivated by achievement and a need for completion; has an attention to detail and is both efficient and effective in achieving a high level of measureable outcomes; persists in achieving goals despite obstacles.

QUALIFICATIONS

Minimum Qualifications:

- High School graduate or equivalent
- Clinical Medical Assistant School indicating completion of program including externship

- Current BLS/CPR certification
- Minimum one year back-office experience
- Bilingual English/Spanish
- Phlebotomy experience: certificate preferred
- Ability to work 2 evenings per week and some Saturdays

Preferred Qualifications:

- 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
- Current emergency response skills 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 train on and 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.
- Able to work independently and to use good judgment.
- Able to work effectively and harmoniously with co-workers.
- Possesses 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.

SALARY AND BENEFITS

Competitive compensation & 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.

APPLICATION PROCESS

To apply, download our employment application on our [Careers page](#). Submit application and current resume with letter of interest Human Resources. No phone inquiries, please.

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