



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

Santa Cruz Community Health (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, more than 45 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating three separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the East Cliff Family Health Center in Live Oak, serving everyone; and the Santa Cruz Mountain Health Center providing easier access to care for our patients in the San Lorenzo Valley.

In December 2022, the East Cliff Family Health Center will change locations in Live Oak and move into a brand-new space offering an integrated, state-of-the-art health and housing campus. SCCH will continue to provide medical, behavioral health, and specialty care with a focus on pediatrics. The campus addresses a triple goal of increasing access to healthcare, growing affordable housing, and creating economic opportunity. Partners in the project are Santa Cruz Community Health, Dientes Community Dental Care, and MidPen Housing.

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 comprehensive, quality health care.

### **POSITION SUMMARY:**

The Team Medical Assistant (Team MA) serves as the medical support lead for their Care Team within SCCH. The Team MA ensures the success of back-office operations by managing resources to meet the demands of patient care. This position works closely with the site providers and the Front Office Lead in providing the highest quality level of medical care possible, continuously improving. The Team MA ensures patients receive excellent customer service and that operations are conducted in support of the patient centered medical home (PCMH) model. This position is a Team MA in recognition of the position often being the only medical support person on site and as such, needing a higher level of experience, competence and comfort working directly with patients and other community members. This position is the "face" of SCMHC, one of the first staff people new patients and community members will meet.

**Classification:** Full-Time, Hourly, Non-exempt

**Location:** Santa Cruz Mountain Health Center

**Reports to:** Medical Assistant Manager & Site Operations Director

**Hours:** Varies; Monday - Friday

## **CORE JOB RESPONSIBILITIES:**

### **ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:**

- Monitor daily patient flow for the team to ensure patient access meets visit demand
- Responsible for the delegation and follow up of medical administrative tasks
- Respond to site-specific patient concerns with CSM; helps to improve patient satisfaction
- Assist Front Office Lead, CSMs and PSM with monthly site meeting preparation
- Ensure that the back office medical team works with the front office to meet the goals and objectives for optimal patient flow/access and scheduling
- Monitor and adjust 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 Care Team colleagues to:
  - Ensure completion of opening and closing procedures
  - Ensure efficient instrument management, e.g., procedure kits, exam room set up and stocking
  - Ensure workflows are implemented and monitored
  - Ensure standardized application of organizational policies
  - Support the clinic's success in meeting regulations and requirements for programs, including but not limited to VFC / VFA, OSHA, HRSA, and PCMH
  - Support the clinic's success in meeting regulations and requirements for medical insurance plans including but not limited to CCAH, MediCal, Family PACT, and Medicare.
- 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
- Participate with QI Department staff in the implementation of new workflows at SCMHC
- Ensure all site MAs – regular and fill-in -- 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 practices (e.g. PDSA cycles), working with other organization leadership, and supporting staff training;
- Participate in and support outreach efforts for population health management and preventative care
- As needed, support on-boarding and training of new MAs in conjunction with the QA/QI department
- Mentor new MA staff and provide performance feedback to clinic management
- Attend and participate in organization committees and meetings, and attend assigned trainings
- Ensure protection of individually identifiable health information per HIPAA regulations
- Assist CSM 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

### **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

### **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 the clinical guidelines laid out in SCCHC policy and procedures.

**Communicating Effectively:** Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message. Ability to manage competing demands, able to deal with frequent changes, delays or unexpected events and ensuring 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 impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely 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 execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable 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 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.

## **SALARY AND BENEFITS:**

This is a full-time, hourly, non-exempt position with a pay range of \$18.31 - \$29.44 per hour, depending on training and experience. 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.

**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)**