



MEDICAL ASSISTANT MANAGER 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.

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.

In December 2022, the East Cliff Family Health Center changed locations in Live Oak and moved 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.

POSITION SUMMARY:

The Medical Assistant Manager (MAM) works under the general direction of the Site Operations Director (SOD). The MAM is responsible for ensuring efficient operation of the health center's daily clinical support services, with a strong focus on medical assistant (MA) preparation, training, and support. The MAM supports MAs in the provision of high-quality patient care through the Team Based Care model. The MAM ensures Care Teams have adequate and well-trained clinical staff via consistent coaching, mentoring, and practical support to the teams. The position directly supervises the team medical assistant (TMA), MA I, MA II, and referral coordinator positions. The MAM coordinates with the SOD, other MAMs, Site Medical Directors (SMD), Clinical Nurse Manager, and Quality Assurance (QA) and Quality Improvement (QI) staff in the oversight and training of these clinical support staff positions. The MAM optimizes the efforts of staff to ensure efficient patient flow and supports the Care Teams in achieving SCCH's goals for quality care, capacity utilization, and patient satisfaction.

Classification: Full-time, salary, exempt

Location: Clinic, Limited remote work possible

Reports to: Site Operations Director (SOD)

Hours: 8:00AM-5:00PM; *Some evenings required*

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

Clinical Operations

- Set an efficient, collegial tone for day-to-day clinical operations; contribute to collaborative,

problem-solving culture.

- Ensure daily TMA, MA and referral coordinator staffing for provider schedule support, vaccination clinic support and to meet patient demand.
- Coordinate necessary cross-coverage of TMA, MA and referral coordinator staffing for up to 3 daily clinics.
- Support Team MAs in appropriate delegation of Care Team tasks.
- Organize and monitor purchasing to support day-to-day clinical operations.
- Act as go-to resource for clinical support staff regarding clinical workflows, and policies & procedures.
- Responsible for the delegation of and adherence to opening and closing procedures.
- Ensure clinic quality control logs are complete and accurate on a daily basis.
- Monitor provider schedules daily to ensure maximum capacity utilization.
- Act as clinical liaison for Vaccines for Children, Vaccines for Adults and other related programs in conjunction with QA/QI and RN teams.
- Collaborate with SOD, QA/QI team and Site Medical Directors on QA/QI projects, including monitoring and using clinical data to improve workflow processes and patient care quality.
- Plan and facilitate regular MA meetings.
- As appropriate, participate in the development of policies and procedures and in the development of workflows; lead implementation of new policies and procedures and new workflows required of clinical support staff.
- Work collaboratively as a member of Site Leadership Group, Operational Risk Management, and Operations Leadership Team.
- Under the direction of the Site Operations Director, investigate and resolve in-person and telephonic / email patient complaints and grievances.
- Work with colleagues to ensure site meets all safety and compliance regulations, under the direction of the SOD and COO.

Team Management & Development

- Responsible for orientation; training; coaching and skills development; retention; and daily supervision of clinical support staff.
- In conjunction with QA staff and Clinical Nurse Manager, responsible for ongoing clinical training of TMAs, MAs and referral coordinators.
- Coordinate with Team MAs to manage staff schedules, including PTO and schedule change requests.
- Ensure clinical support staff schedules are adequate for provider schedule support, vaccination clinic support and to meet patient demand.
- Develop clinical support staff to their highest potential for both professional and clinical skills.
- Collaborate with SOD, QA/QI Team and Site Medical Directors to set standards for MAs to work within the MA Scope of Practice and at the top of their certification.
- Under the supervision of the SOD, collaborate regularly with Site Medical Directors to ensure smooth care team co-operation, provider-MA relations, clinical workflows, and best practice.
- Collaborate with SOD and other colleagues in the supervision of other SCCH team members, including students, volunteers, and externs/interns.
- In partnership with QA/QI Team and Clinical Nurse Manager, ensure all MAs are assessed annually on clinical skills competencies.
- Ensure consistent Care for the Team through thoughtful, empathetic, and professional communication with individuals and groups.
- Advocate for clinical support staff with SOD and other team members in respectful, empathic manner.

CORE SUPERVISORY RESPONSIBILITIES:

Leadership:



- Supervise, direct and develop TMAs, MAs and Referral Coordinators
- Appropriately use decision-making tools like Consent Decision-Making, direct interpersonal communication and written Proposals and Memos to convey recommendations for decisions
- Create opportunities and manage results through training, delegation and empowerment of clinical support staff

Employee Development & Career Path Planning:

- Plan, define and set SMART goals with direct reports and create learning and coaching opportunities to support career plan development
- Manage performance measurement process including regular 1:1 meetings and annual reviews consistent with company-wide standards

QUALIFICATIONS:

Minimum Requirements:

- Three years' experience in a healthcare setting as a Certified or Registered Medical Assistant
- Current first aid and BLS/CPR certification
- Knowledge of standard healthcare practice policies and procedures
- Knowledge of healthcare terminology, procedures, and practice
- Knowledge of HIPAA regulations
- Ability to work with practice management and EMR software
- Bilingual in English and Spanish

Preferred Qualifications:

- Staff management, supervision, or team lead experience
- Experience working with under-resourced populations
- Preference for experience with eClinicalWorks
- Knowledge of health insurance plans

WORK CONDITIONS:

Working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

SALARY & BENEFITS:

Annual salary range of \$60,840 - \$86,960. 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 to Human Resources. No phone inquiries, please.

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