



## 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, nearly 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 work 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:** Site Operations Director  
**Location:** Mountain Health Center  
**Hours:** Varies, Some Evenings and/or Saturday Shifts

**Pay Range:** \$30.50 - \$33.48 per hour, DOE **(Plus a 10% Location Differential)**  
**Language Requirement:** English, Spanish Preferred

### 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.

**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.

## **QUALIFICATIONS:**

### **MINIMUM QUALIFICATIONS**

- Two years' minimum experience as a Medical Assistant
- Two years' experience in a healthcare setting as a Certified or Registered Medical Assistant
- Certified MA certificate from an accredited course of study
- 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**

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

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