CHIEF INFORMATION OFFICER
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 two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and the East Cliff Family Health Center in Live Oak, serving everyone.

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 Chief Information Officer (CIO) position at Santa Cruz Community Health (SCCH) is an exciting opportunity for an IT professional with both big picture, visionary ideas and practical technical skills to update and solidify the IT backbone of a small (but mighty) Federally Qualified Health Center (FQHC). This position sits on the agency's Leadership Team, reports directly to the CEO and works closely with the Chief Medical Officer, Chief Behavioral Health Officer and Chief Operational Officer.

The agency currently uses the eClinicalWorks EMR and is in the process of deciding on the best EMR for its future. The CIO will guide the agency through the EMR discernment and migration processes. In addition, SCCH will open one new medical facility in the next 18 months, with the possibility of a second one to follow closely in time; the CIO will lead the integration of crucial IT functions throughout both large-scale projects and many other smaller scale clinical improvement projects. The position is ideal for an early- to mid-career individual, who is seeking a C-Suite position with significant responsibility and decision-making authority and someone who has a strong interest in mentoring and developing health IT, health data and quality assurance / quality improvement professionals already working for the organization. The Chief Information Officer is required to be on-site in Santa Cruz, CA. Some aspects of this position may be performed remotely.

Classification: Full-time, exempt	**Location:** Administration/Clinics/Remote
Reports to: CEO	**Hours:** 8:00AM-5:00PM/Flexible

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO :

- Maintains and continues to develop agency's existing IT plan and infrastructure, while also anticipating and preparing for future IT needs and solutions
- Provides analysis, design and implementation of technological solutions to improve current, day-to-day clinical operations and SCCH's IT infrastructure
- Maintains and improves agency's EHR, eClinicalWorks (eCW);
- Supports and extends agency patient population's use of technology: provider portal; WellApp or other texting application; remote check-in application; pre-visit assessments completion; etc.

- Manages and directs SCCH IT staff and multiple third-party IT vendors
- Informs and directs IT-related purchases, purchase proposals and vendor contract negotiations
- Monitors and guides the installation, configuration, and testing of IT systems, tools and upgrades
- Works in conjunction with QA Director, QI Director and others to support data informatics collection and use at all levels of SCCH
- Facilitates the assessment, documentation, and recommendations for business processes and workflows to achieve current and future IT-supported objectives
- Works with Leadership Team to identify systems/applications that meet both current operational and planned expansion needs
- Develops technology use policies, procedures, and guidelines
- Develops training materials for end-users
- Develops and monitors IT budgets
- In conjunction with IT vendor partners and SCCH IT staff, provides both "Go-Live" and ongoing customer support and issue resolution for agency's EHR and other programs
- Acts as Security Officer, performing audits and investigations related to IT policies
- Liaises on inter-operability projects with Community Partner organizations such as Together We Care, UC Santa Cruz, SCHIO, etc.
- Able to convey complex technical concepts and solutions to broad audiences, including medical and behavioral health providers and administrators
- Able to implement IT changes across the organization within a specified period of time – for example, to move all medical and behavioral health providers to active use of telemedicine in daily practice
- Other duties as assigned

CORE SUPERVISORY RESPONSIBILITIES:

<u>Leadership</u>:
- Supervise, direct and manage HIT staff (currently 1-2 individuals)
- Create opportunities and manage results through delegation and empowerment

Employee Development & Career Path Planning:
- Manage performance measurement process including regular 1:1 meetings and annual reviews consistent with company-wide standards

QUALIFICATIONS

These are the observable and measurable attributes and skills required to perform successfully the essential functions of the job and are generally demonstrated through qualifying experience, education, or licensure/certification.

Minimum Requirements:
- Bachelor's Degree in Information Technology or related field
- 5 years' minimum experience in an IT role: Systems Administrator, IT Manager, IT Director, or similar
- 2-3 years' experience in the day-to-day operations of a primary care medical practice in an IT role
- Knowledge and understanding of the integration and inter-operability of information systems as it relates to the healthcare field
- Knowledge of Electronic Health Record (EHR) systems, with a preference for experience with eClinicalWorks

- Knowledge of PC applications (MS Office and MS Project) and the ability to write reports
- Knowledge of principles and practices of organization and administration
- Strong problem-solving and communication capabilities
- Knowledge of HL7, NextGen Connect or FHIR standards

Preferred Qualifications:
- Related Masters' Degree preferred
- 2-3 years' experience in in the day-to-day operations of an FQHC (Federally Qualified Health Center)
- Demonstrable ability to explain complex technical concepts and solutions to primary-care medical and behavioral health providers and administrators
- Coding experience in R-Studio, SQL and/or other similar programming languages

WORK CONDITIONS:

Working conditions described 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.

APPLICATION PROCESS

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).