



MANAGING DIRECTOR OF SPECIALTY SERVICES 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, 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.

JOB SUMMARY:

The Managing Director of Specialty Services (MDSS) supports their team to achieve high job satisfaction and performance; assists the Chief Medical Officer (CMO) to ensure access to high-quality specialty medical services for Santa Cruz Community Health (SCCH) patients; and advances SCCH's Strategic Plan through working closely with the CMO and other site leads and managers. The Director of Psychiatry, Director of Integrated Chinese Medicine, Office-Based Addiction Treatment Program Director, chiropractors, and optometrist will report directly to the MDSS. This role is a physician (MD or DO) or Advanced Practice Clinician (NP or PA) who delivers direct care to SCCH patients. The MDSS is expected to demonstrate exceptional clinical, leadership, strategic planning, critical thinking, patient relations, organizational, and time management skills. The position reports to the CMO, and in the absence of the CMO acts on their behalf as delegated.

Classification: Full-time, Salary, Exempt; 15 hrs/wk dedicated to Managing Director of Specialty services Role.

Qualifications: Supervisory experience preferred. Excellent communication skills, attention to clinical detail, and demonstrated leadership across specialty area of healthcare.

Reports to: Chief Medical Officer

Location: Variable, In-Clinic/Remote Shifts

Hours: Varies; at least one evening per week, some Saturday shifts

Annual Compensation: \$220,000 - \$290,000, depending on years of relevant experience & education

Language: Bilingual conversant/fluent in English and Spanish highly desirable



DUTIES

DIRECTOR AND PROVIDER SUPPORT

- Serve on the Medical Leadership Team (MELT) to coordinate specialty efforts between all sites, and to advance SCCH's Strategic Plan, initiatives, and priorities.
- Meet with individual directors and providers on a regular basis to assess job satisfaction and well-being and offer resources and support as needed.
- Communicate with team members via various modes (email, Teams, meetings, one-on-one, etc.) around clinic proposals, developments and initiatives.
- Coordinate provider schedules with department directors and operations leadership.
- Review and approve their teams' time-off requests and timecards.
- With Operations Leadership, ensure appropriate staffing levels, and identify staffing and recruitment needs.

DIRECTOR AND PROVIDER TEAM PARTICIPATION

- Identify areas to engage provider participation and input to expand and strengthen Clinic specialty programs
- Collaborate with other medical department leads including those in family practice, pediatrics, behavioral health, operations, nursing, and others as necessary and appropriate
- Attend, plan, and lead, staff and management meetings, including all-staff and site-staff meetings, provider meetings, MELT meetings, and others as necessary. Meeting assignments must be confirmed and approved by the CMO.

DIRECTOR SUPERVISION & PERFORMANCE EVALUATION

- Supervise Respective Specialty Department Directors and collaborate to ensure departments are meeting their clinical, operations, and financial requirements.
- Maintain open communication with directors under their supervision to hear and share their ideas and concerns with MELT, CMO, and clinical site managers and leads.
- Ensure departmental compliance and participation in peer review, in line with SCCH peer review workflow and policies.



PROVIDER SUPERVISION & PERFORMANCE EVALUATION

- Work with respective department leaders to evaluate provider performance per SCCH policy, and provide regular feedback to providers on their performance on teamwork, professionalism, and clinical, compliance, regulatory, and fiscal indicators.
- With CMO and Department leader collaboration if applicable, identify and assist providers in need of performance enhancement, quality of care improvements, general support, and/or training.
- Participate in completion and review of Incident Reports as requested by CMO and Compliance.
- Discuss areas of heightened concern with CMO in a timely manner.
- Serve on Clinical Risk Management (CRM) Committee per SCCH Quality Assurance Plan.

CLINICAL SERVICES, QUALITY & PATIENT CARE

- Work with department directors, providers, and care team members to implement strategies to reach target productivity and patient access to their provider.
- Champion integration of clinical and specialty services in daily practice of medical providers.
- Champion Quality Improvement & Patient-Centered Medical Home efforts at the agency level as well as with providers and Care Teams.
- Champion Infectious Disease Monitoring and Reporting practices at Santa Cruz Community Health, in close coordination with Santa Cruz County Public Health Officials
- Represent SCCH, activities and initiatives to community agencies, partners, and stakeholders.
- Additional projects and duties as assigned by the CMO
- Perform all clinical and administrative duties expected of a medical provider at SCCH.

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