



Job Description

Comprehensive Perinatal Healthcare Worker

The Santa Cruz Community Health Centers (SCCHC) began as a women's health collective in 1974 with the mission of improving the health of our patients and the community and to advocate the feminist goals of social, political, and economic equality. Now, 40 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 our new East Cliff Family Health Center in Live Oak, serving everyone.

The SCCHC 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 of our patients have access to comprehensive, quality health care.

Our health centers adopted an Integrated Behavioral Health model in 2012 and all staff members and providers participate in offering Behavioral Health support to our patients.

Summary: The Comprehensive Perinatal Healthcare Worker (CPHW) is an integral member of the Prenatal Care Team. The CPHW interacts with pregnant and postpartum patients as they navigate SCCHC and community prenatal services. This position provides direct clinical care to patients, assistance with operational support to the Prenatal Health Educators, and is responsible for a variety of clerical, lab, education, and follow-up duties. This position reports to the Clinic Manager of his/her site with clinical supervision by the Nurse Manager and OB/GYN Manager.

DUTIES

- Provides client orientation to the CPSP program (Comprehensive Perinatal Services Program) through Medi-Cal as well as explanation of all related PN support services available to SCCHC patients.
- Participates in trainings provided by the CPSP program to further education and keep current with industry changes, clinical requirements, communication with local and regional representatives of the CPSP program and is a liaison between SCCHC PN Health Educators and the PN Medical/Behavioral Health care team.
- Includes rooming patients, taking and recording vital signs and other patient data, carry out

appropriate standing orders, etc.) Transcribes patient history and other tracked data elements into EHR

- Checks-out prenatal and postpartum patients after visit with the health educators (transmit orders, provide order instruction to patient, schedule follow-up appointments, prenatal PCP change, process referrals, etc.)
- Performs preparation of chart, including tracking of labs, imaging, referrals and procurement of medical records, for patient visits
- Assists with review of patient chart prior to closure related to CPSP services.
- Dispenses Prenatal Vitamins (if needed)
- Performs in-house testing, including pregnancy testing (if needed), and documents results, may perform other MA related duties such as vaccinations, EKG, assistance with OB/GYN procedures related to post partum care and examination, etc.
- Follows-up with patients between visits regarding appointments, labs, referrals, etc.
- uses electronic portals to obtain outside reports and other records
- May provide clinical and operational support for Shared Medical Appointments (“Group” visits) related to the prenatal and postpartum programs
- Assists with the ordering and maintaining supplies as well as organization of the prenatal education materials
- Checks work email and mailbox on a daily basis
- Performs other duties and tasks as needed and developed by Prenatal Team

COMPETENCIES

CPHWs are expected to demonstrate exceptional critical thinking, clinical, patient relations, organizational, and time management skills, and to work as a strong and flexible member of the prenatal care team.

Job Expertise

- Demonstrates knowledge of medical 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 skills efficiently and effectively
- Successfully gathers and uses information, procedures, materials, equipment and techniques required for position

- Demonstrates ability to effectively use Electronic Health Records system (EHR)

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 patient 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

Teamwork and Interpersonal Skills

- Collaborates and communicates effectively with other members of the care team
- 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

MINIMUM QUALIFICATIONS

- At least 18 years of age
- High School Diploma or GED
- Graduation from an accredited Medical Assisting program with expectation that certification will be completed within 1 year of hire
- Minimum of 2 years of full-time paid experience providing prenatal care
- Values, promotes, and is committed to SCCHC's Mission
- Desire to serve the community clinic population with excellent health care
- Fluent bilingual in Spanish/English
- Current CPR certification
- Ability to work at least 2 evenings per week (until 8:30pm) and some Saturdays

DESIRABLE QUALIFICATIONS

- Certification from California Board of Medical Assistant or American Registry of Medical Assistants
- Bachelor's degree or college coursework related to health care.

SALARY & BENEFITS

Competitive salary and benefits package. Paid time off accrual and paid holidays from date of hire. Employer subsidized health, dental, vision and life insurance, voluntary and tax-deferred annuity plan after 30 days of employment with a satisfactory review.

APPLICATION PROCESS

To apply, follow the instructions on the Careers page of our website: www.SCHealthcenters.org/Careers. No phone inquiries please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER