



Back Office Supervisor (Full-time)

The Santa Cruz Community Health Centers (SCCHC) 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, 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.

Under direct supervision of the Clinic Manager, the Back Office Supervisor is responsible for the overall supervision of back office clinic operations and assumes full clinic responsibilities in absence of CM and ACM. The Back Office Supervisor ensures adequate staffing levels for the back office by managing medical assistant schedules, monitors daily medical assistant functions, and promotes the effectiveness of the Care Team model. The Back Office Supervisor ensures that patients receive excellent customer service and operations are conducted in support of the Patient Centered Medical Home Model. The Back Office Supervisor is an exemplary model, for both staff and patients; for professionalism, respect, customer service, compassion, and the values of equity and inclusion as expressed by our organization's mission.

DUTIES & RESPONSIBILITIES

Clinic Operations:

- Ensures success of daily back office operations including but not limited to Medical Assistant staffing, patient flow, visit productivity, billing, EHR documentation, and the overall patient experience.
- Monitor and adjust Medical Assistant schedules to ensure efficient work flow and adequate break/lunch times for staff. This includes authority to makes changes in staffing patterns to assure optimum flow and patient satisfaction.
- Ensures adherence to patient care and clinical outcomes policies and procedures e.g. referral tracking, lab & DI tracking, etc.
- Ensure clinic and laboratory equipment is maintained in accordance with regulations including calibration when needed.
- Ensures the documentation of and response to clinic equipment inspections and medication inventory monitoring including: eye- wash station, refrigerators and freezers, microscopes, sharp containers, CLIA control testing, medication quality assurance, autoclave, etc.
- Responsible for efficient clinic instrument management e.g. procedure kits, and exam room set up and stocking.



- Supports success of clinic in meeting regulations and requirements for programs, including but not limited to VFC, OSHA, CCAH, Medi-Cal, FamPact, Medicare, HRSA, and PCMH .
- Assist with clinic scheduling problem solving, patient wait times, and other areas of concerns to increase clinic efficiency and quality of services.
- Work across clinic leadership to ensure standardization of organizational policies.
- Collaborate with colleagues to drive quality and process improvement techniques throughout the organization utilizing data tracking tools (e.g. Tableau) to support improvement processes.
- Participate in the implementation of new workflows with QI assuring all Medical Assistants are trained and working at their skill level and under 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.
- Attend and participate in organization committees, meetings, and attend assigned trainings.
- Ensure protection of individually identifiable health information per HIPAA regulations.
- Assists Center Manager in ensuring that facilities are safe and meet staff and patient needs.
- Manages the inventory, ordering, and supply stock maintenance of medical supplies.
- Performs other duties assigned.

Team Management & Development:

- Responsible for maintaining a supportive and positive teamwork environment and responding to team morale issues.
- In partnership with the Center Manager hire new medical assistant team members.
- Manages on-boarding and training of new medical assistants.
- Mentors and coaches staff within sphere of influence and documents staff performance issues.
- Conducts competency testing and provides remediation plan for medical assistants assessed to not be fully proficient in essential clinical tasks.
- Maintains accurate and timely documentation regarding medical assistant performance in support of performance evaluation process.
- Ensures medical assistant trainings are up to date and documented.
- Conducts annual assessments of medical assistants' skills and develop professional growth plan in collaboration with Center Manager.

COMPETENCIES:

- **Accountability:** Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to make adjustments to improve their effectiveness; courage to have difficult conversations with staff, supervisors, and co-workers.
- **Communicating Effectively:** Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.



- Patient/Customer Focus: Builds patient confidence, is committed to increasing patient satisfaction and engagement, assumes responsibility for solving patient problems, ensures commitments to patients are met, responds to internal customers.
- Decision Making/Judgment: Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.
- Developing Talent: Values the difference that each employee makes and connects their role to organizational and team success. Provides direction and guidance in team and collaborative settings. Provides timely guidance and feedback to help others strengthen specific knowledge and develop skill areas to accomplish tasks or solve problems.
- Leading Change: Supports people in their efforts to try new things; embraces change; maintains a constant focus on efforts to improve performance, quality and efficiency of work processes.
- Managing for Results: Sets challenging and productive goals for team, keeps team accountable for actions, provides leadership and motivation, provides resources and support, uses checkpoints and data to track progress, sets up systems and processes to measure results.
- Results Orientation: Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable outcomes; persists in achieving goals despite obstacles.

QUALIFICATIONS:

- Three years' experience in a healthcare setting as a California Board Certified Medical Assistant reflecting a steady increase in responsibilities and peer mentoring ability. Experience working in a highly service-oriented environment where metrics and measurement tools are leveraged to assess results; experience working with multiple healthcare service lines.
- Preferred Qualification: Two years' experience as a supervisor with an additional minimum of two years in a healthcare setting. Bilingual in English and Spanish. Experience working with under-resourced populations.
- Skills & Knowledge: Knowledge of standard clinical healthcare practice policies and procedures. Experience working on computers and knowledge of Microsoft Office software products. Ability to work with practice management and EHR systems. Knowledge of health insurance plans. Knowledge of healthcare terminology, procedures, and practice. Knowledge of HIPAA regulations. Excellent verbal and written communication skills. Knowledge of personnel management and labor law. Ability to work independently and to use good judgment. Ability to work effectively and harmoniously with co-workers.

SALARY AND BENEFITS

This is a salaried, full-time, exempt position. Salary range: \$50,000-\$55,000, commensurate based on experience. Competitive benefits package. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental and life insurance after 30 days of employment with a satisfactory review. Employer sponsored 2% retirement match.



APPLICATION PROCESS

To apply, complete employment application. Download employment application at www.schealthcenters.org/Careers. Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

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