



## **Site Medical Director – Women’s Health Center (Part-Time, Bilingual Preferred)**

The Santa Cruz Community Health Centers (SCCHC) began as a women’s health collective in 1974 with the mission of providing high quality health services and advocating the feminist goals of social, political, and economic quality. 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.

The Santa Cruz Community Health Centers are situated on the Monterey Bay, close to Silicon Valley and an hour’s drive from the San Francisco Bay Area. Santa Cruz is not only a place, it’s a lifestyle. With our strong surf culture, enticing State Parks and Beaches, conscientious living and a Mediterranean climate, Santa Cruz offers endless opportunities for you and your family.

Santa Cruz County residents enjoy an abundance of outdoor activities, arts and culture, and diverse educational opportunities. Fertile Central Coast farmland offers fresh, local, organic produce through farmers markets nearly every day of the week. The community attracts and hosts an eclectic array of cultural happenings. Creativity and individuality thrive here. Stimulating educational opportunities are available at the University of California Santa Cruz, Cabrillo College and top-rated public schools.

**Job Summary:** The Site Medical Director supports their site’s medical provider team to achieve high job satisfaction and performance; assists the Medical Director to ensure access to high-quality medical services for SCCHC patients at their clinical site; and advances SCCHC’s Strategic Plan through working closely with the Medical Director and other site leads and managers. The site’s medical providers report directly to the Site Medical Director. This role is a physician who delivers direct care to SCCHC patients. The Site Medical Director is expected to demonstrate exceptional clinical, leadership, strategic planning, critical thinking, patient relations, organizational, and time management skills. The position reports to the Medical Director, and in the absence of the Medical Director acts on their behalf as delegated.

### **DUTIES**

#### **PROVIDER SUPPORT**

- Serve on Medical Leadership Team (consisting of all Site Medical Directors and Medical Director) on behalf of their site’s medical providers, to coordinate efforts between all sites, and to advance SCCHC’s Strategic Plan, initiatives, and priorities.
- Maintain open communication with providers to hear and share their ideas and concerns with Medical Leadership Team, Medical Director, and Steering Committee members.
- Meet with individual providers on a regular basis to assess job satisfaction and well-being, and offer resources and support as needed.
- Communicate with providers via various modes (email, meetings, one-on-one, etc.) around Clinic proposals, developments and initiatives.



- Coordinate medical provider schedules with Clinic Manager, Executive Assistant, and Medical Director.
- With Clinic Manager, receive, consider, and submit medical provider schedule requests for review by Medical Director and Operations Director.
- Review and approve their site's medical provider time-off requests & time cards.
- With Clinic Manager, ensure appropriate medical staffing levels, and identify staffing and recruitment needs.
- Assist Medical Director in provider recruitment, interviewing, hiring, and onboarding of new medical providers. The Medical Director serves as "Hiring Manager" under close advisement and guidance of the Site Medical Directors.

### **PROVIDER TEAM PARTICIPATION**

- Identify areas to engage provider participation and input to expand and strengthen Clinic programs through collaborative problem solving and decision-making.
- Represent medical providers on site Steering Committee and participate in managing the day-to-day clinical operations of their site.
- Collaborate with other site leads including behavioral health leads, Clinic Manager, Front Office lead and medical assistant lead, and others as necessary and appropriate, as part of Steering Committee and in supporting clinical operations and initiatives.
- Attend staff and management meetings, including: all-staff and site-staff meetings, provider meetings, Medical Leadership Team meetings, and others as necessary, including QI Committee, Management Team meetings, etc. Meeting assignments must be confirmed and approved by the Medical Director.

### **PROVIDER SUPERVISION & PERFORMANCE EVALUATION**

- Supervise and coordinate the supervision of Physicians and Advanced Practice Clinicians (NPs & PAs) through team assignments, chart review, mentoring, etc. per SCCHC Patient Safety and Quality Assurance Policy
- Evaluate medical provider performance per SCCHC policy, and provide regular feedback to medical providers on their performance on teamwork and professionalism, and clinical, compliance, regulatory, and fiscal indicators. This duty is performed with the Medical Director who is closely involved in and supportive of this process.
- Alongside Medical Director, identify and assist providers in need of performance enhancement, quality of care improvements, general support, or training.
- Participate in completion of Incident Reports as requested by Medical Director.
- Discuss areas of heightened concern with Medical Director in a timely manner.

### **CLINICAL SERVICES, QUALITY & PATIENT CARE**

- Work with medical providers, Care Team members, and Clinic Manager to implement strategies to reach target productivity and patient access to their primary care provider.
- Champion integration of clinical services (behavioral health, pediatrics, psychiatry, CAM) in daily practice of medical providers and as part of Steering Committee.
- Champion Quality Improvement & Patient-Centered Medical Home efforts on the agency level as well as with providers and Care Teams.
- Serve on Clinical Compliance Subcommittee per SCCHC Patient Safety and Quality Assurance Policy.



- Identify need for and coordinate access to education and training in priority clinical knowledge areas in primary care, including but not limited to: adult and pediatric medicine; chronic pain management; management of chronic medical and behavioral conditions; preventive care; etc.
- Introduce, update, and champion clinical guidelines and standards of care within the medical provider team.
- Represent SCCHC, activities and initiatives to community agencies, partners, and stakeholders.
- Additional projects and duties as assigned by the Medical Director.
- Perform all clinical and administrative duties expected of a medical provider at SCCHC.

### **MINIMUM QUALIFICATIONS**

- Value, promote, and commit to SCCHC's Mission.
- Desire to serve the community clinic population with excellent health care.
- Board Certified family practice physician (DO, MD) with valid and current medical license issued by the State of California.
- At least three years recent clinical experience as a practicing physician, preference in a primary care, community-based or public health setting.
- Prior administrative and supervisory experience in an outpatient family practice, internal medicine, or pediatrics clinic; and working knowledge of direct outpatient care, management methods and practices, and quality improvement in a community clinic setting or similar health care facility.
- Basic knowledge of local, state and federal regulations relating to care of patients in a clinic setting; and prior experience with county, state and federal programs such as CHDP, FPACT, EWC, Medi-Cal, and Managed Care is preferred.
- Demonstrated supervisory skills sufficient to manage staff in a medical office, clinic, or facility.
- Knowledge of common safety hazards and precautions sufficient to establish a safe work environment.
- Demonstrated ability to perform assigned responsibilities with minimum supervision; to maintain quality control standards; to interpret, adapt and apply guidelines and procedures.
- Fluent bilingual in Spanish/English preferred
- Current CPR certification
- Experience with electronic medical records, preferred

### **COMPETENCIES**

#### **Job Expertise**

- Demonstrates knowledge of applicable clinical 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

### **SALARY & BENEFITS**

As an approved NHSC site, Providers may be eligible for a Federal Loan Repayment Program. 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. Employer sponsored retirement plan with a 2% match.

### **APPLICATION PROCESS**

To apply, complete employment application found on our website, [www.schealthcenters.org/Careers](http://www.schealthcenters.org/Careers). Submit application and current resume with letter of interest to human resources. No phone inquiries please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER