



Health Services Manager Job Announcement

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.

POSITION SUMMARY:

With the direction of COO/CPEO the Health Services Manager is responsible for managing several clinical and health education service lines within SCCHC. The incumbent will develop, implement, monitor and evaluate programs, specific services, lines and the associated Health Services staff.

Through continuous program assessment and evaluation, the incumbent identifies the evolving needs of the patient population while ensuring that Santa Cruz Community Health Centers' Health Services aligns with the agency's mission, vision and strategic plan. The incumbent is responsible for the management and development of several service lines, including but not limited to: Shared Medical Appointments, Prenatal Health Education Program, and Telehealth services. The Health Services Manager develops and maintains current designated services lines while analyzing emerging needs, bringing forward proposals of sustainable expansion and/or retraction.

As the manager of distinct service lines and projects, the Health Services Manager should have experience with the principles and practices of program planning and evaluation, grant writing and budgeting techniques, principles and practices of staff supervision, training, and management. This role is a part of SCCHC's Clinical Operations team reporting to the Chief Operating Officer with additional support and oversight from the Chief Programs and Evaluations Officer. The Health Services Manager

expected to demonstrate exceptional critical thinking, oral and written communication, and leadership skills.

Reports to: Chief Operating Officer

Classification: Full-time, non-exempt

Salary-Range: \$65,000 - \$80,000 DOE (Salary commensurate with experience of candidate and breadth of responsibility determined at hire.)

CORE JOB RESPONSIBILITIES:

Job Expertise

- General expertise in the following areas:
 - Program planning, implementation, and evaluation
 - Project Management
 - Healthcare Operations
 - Team Leadership
- Oversees the day to day operations of SCCHC's Health Services Department
- Plan, assign, direct and evaluate the work of staff
- Prepare and present a variety of clear and concise written and oral reports
- Analyze and evaluate data and information, and make appropriate recommendations
- Responsible for service line evaluation to ensure clinical efficacy, use of evidence-based practices, and goal achievement
- Ensures department operations and program development reflect SCCHC's core commitment to Integrated Behavioral Health
- Serves as the central point of communication between Health Services and all other departments
- Develops additional service lines as needed
- Creates effective program data collection processes
- Ensures department achieves financial benchmarks and operates within budget
- Works across departments to improve systems using evidence-based tools such as PDSA
- Uses data to department workflows to ensure maximum capacity utilization
- All aspects of supervision and management related to department staff
- Builds effective teams to achieve program goals and support the mission of SCCHC

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 customer 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
- Written communication is well-organized, legible, concise, neat, and in proper grammatical form
- Checks work related email and mailbox on a daily basis

Teamwork and Interpersonal Skills

- 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.

QUALIFICATIONS

MINIMUM QUALIFICATIONS

- Masters Degree in Public Health, Health Care Administration, or other related field. OR 5 (+) years experience in program planning and development in a Community Health Center
- Spanish Language fluency, written and spoken
- Experience in leadership/management role
- Experience in healthcare operations
- Experience in program planning, implementation, and evaluation

SALARY AND BENEFITS

This is a full-time, exempt position. Competitive compensation & benefits package. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental and life insurance eligible on the 1st of the month, after 30 days of employment. Employer sponsored 401K retirement plan match.

APPLICATION PROCESS

To apply, complete employment application. Download employment application on our [Careers page](#). Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

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