



## Call Center & Quality Improvement Nurse Job Announcement

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 the 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 our patients have access to comprehensive, quality health care.

### POSITION SUMMARY:

Under the supervision of the Nurse Manager and Chief Medical Officer (CMO), the Call Center & QI Nurse (CCQI RN) will primarily be responsible for urgent phone triage, managing prescription refills and 340B program, as well as assist with various quality improvement and practice transformation projects. This position will be located in the Call Center in the administrative building. The CCQI RN will have a role that extends to a variety of departments: Nursing, Quality Improvement, Operations, and Patient Services. Being able to communicate clearly, maintain effective relationships, have excellent time management skills and the ability to prioritize projects will be critical to being successful in this role. This role will also be called upon to help cover clinical shifts, as needed. The CCQI RN will have a variety of projects that involve critical thinking and problem solving on an organization-wide level, while still being able to efficiently manage daily workload.

**Reports to:** Nurse Manager

**Classification:** Full-time, Hourly

**Normal work hours:** M 7:30am – 4:00pm; Tu-Th 9:30am – 6:00pm; F 8:30am – 5:00pm

**Work Location:** Administrative Office

### CORE JOB RESPONSIBILITIES:

#### ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Manage and champion federal 340B Drug Pricing Program across SCCHC.
- Submits prescription refills electronically and/or by fax in accordance with SCCHC RN-Directed Rx refill policy and procedure.

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- Provide phone consultation and triage within the scope of license and in accordance with SCCHC protocols in a timely manner, by collecting pertinent information, and initiating a decision-making process that prioritizes the needs of patient seeking care.
- Assume responsibility as clinical point person for communications coming in from outside entities (hospital, ED, specialty practices, etc.).
- Supports the Patient Services Representative department with clinical guidance.
- Documents follow-up issues with appropriate clinic personnel to complete patients' health care needs.
- Accurately records and maintains complete documentation of patient and provider communication regarding medical care according to standard medical records documentation requirements in a timely manner.
- Assists with quality improvement and practice transformation projects including but not limited to, workflow optimizations, medical record auditing, population health management, Patient Centered Medical Home (PCMH) recognition, data stewardship/governance.
- Assist with setting up formulary for in-house pharmacy.
- Schedules appointments appropriately, as needed.
- Collaborates with the Nurse Manager, other members of the Nursing Team, Patient Services Representative (PSR) Manager, Clinic Support Managers, and others to establish and maintain an effective and high-quality system of health services for patients.
- Assist with team-based care workflows for nursing team support, as needed.
- Assist in writing policies, protocols, and procedures as requested.
- Other duties as assigned.

#### **GENERAL JOB PERFORMANCE STANDARDS:**

**KNOWLEDGE OF WORK** - Possesses and utilizes knowledge of the job which is essential to perform the specific functions and related work.

**QUANTITY OF WORK** - Accomplishes an appropriate volume of satisfactory work under normal conditions. Ability to produce results.

**QUALITY OF WORK** - Consistently demonstrates accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.

**TIMELINESS** - Completes assignments on or ahead of schedule.

**ABILITY TO LEARN NEW DUTIES** - Interprets, learns and responds to instructions for new situations, procedures or methods.

**JUDGEMENT AND COMMON SENSE** - Decisions/actions are sound, including safety awareness.

**COOPERATION** - Willing to work with others toward common goals.

**COMMUNICATIONS** - Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.

**PROBLEM SOLVING** - Identifies and evaluates alternate solutions and selection of the most appropriate course of action.

**INITIATIVE** - Ability to originate, develop or create new ideas or take steps to get things done.

**ATTENDANCE AND PUNCTUALITY** - Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods and other authorized absences from work.

## QUALIFICATIONS

Minimum one years' experience in a healthcare setting; clinic, call center, or hospital. Requires a college degree in Nursing, preferably a bachelor's degree. Experience working in a highly service-oriented environment.

- Current unrestricted California Registered Nurse License
- Fully bilingual in English and Spanish required
- At least one full year as a professional RN in a healthcare setting
- At least one full year of triage experience preferred
- Current CPR certification
- Excellent oral and written communication skills
- Excellent organizational skills and ability to manage projects efficiently
- Experience with electronic medical records and/or advanced computer knowledge
- Must be able to work some evenings and some Saturdays

## WORK CONDITIONS

Working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

### ENVIRONMENT:

- Approximately 100% of the time performing job duties is spent indoors, within a standard office or clinic environment.
- Approximately 70% of the time is spent on the computer.
- Approximately 30% of the time is spent interacting with patients, community and colleagues.
- Noise level in the work environment is usually moderate.
- The temperature of the work environment is moderate and ranges from 65 – 80 degrees.

### PHYSICAL DEMANDS:

- **Seldom (1–5%):** smell, drive, and reach above shoulders.
- **Occasionally (6-33%):** bend, twist, push, pull, climb, squat, crawl, kneel, and drive.
- **Frequently (34-66%):** sit, reach with hands and arms; climb or balance; stand and walk; grasp with hands and fingers; and lift up to 20 lbs.
- **Continuously (67-100%):** use hands to finger, handle or feel objects, tools, or controls; see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus), hear and speak; key (i.e., computer, calculator, telephone); and lift (up to 10 lbs).

### MACHINES, TOOL AND EQUIPMENT:

- **Seldom (1–5%):** automobile
- **Occasionally (6-33%):** copier, fax, and 10-key calculator
- **Frequently (34-66%):** computer

- **Continuously (67-100%):** writing instruments and telephone

**TRAVEL:**

- This job requires minimal travel (10%)

### **SALARY & BENEFITS**

Competitive compensation and benefits package. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Employer sponsored 2% retirement match.

### **APPLICATION PROCESS**

A SCCHC employment application is required. Download employment application at [www.schealthcenters.org/Careers](http://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.

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