



HEALTH INFORMATION TECHNOLOGY SPECIALIST JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) 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, more than 45 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.

SCCH 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:

The Health Information Technology (HIT) Specialist is responsible for coordination, implementation, training, and monitoring of technology tools utilized by staff and patients. The HIT Specialist acts as a resource and trainer for patients and staff to improve their understanding and use of technology such as; text messaging, patient portal, mobile devices, and eClinicalWorks (eCW). The HIT Specialist collaborates with Ops and Clinical staff to ensure patients receive excellent customer service.

Classification: Full-time, Hourly, Non-exempt
Administration/Clinics/Remote

Location: Varies-

Reports to: HIT Director
evenings/Saturdays

Hours: 8:00AM-5:00PM, occasional

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO :

- Assist in IT project development and implementation that improves patient and staff experience
- Provide on-site training for patients in the use of IT health products and tools
- Provide training and support to staff and providers in the use of network, business applications and (Electronic Health Records) EHR
- Maintain relationship with 3rd party IT vendors
- Assist in troubleshooting and testing of EHR application
- Assist in development and maintenance of eCW functions such as; template building, pharmacy maintenance, and portal messaging
- Develops training materials, policies, and procedures for health care information systems and applications



- Utilize tools effectively to develop training curriculum
- Collaborate with Data Services and QA/QI to identify and develop training methods to support the growth and changing needs of the organization
- Identifies and recommends continuous improvement opportunities in the use and application of health care technology
- Supports QI in evaluating patient feedback and identifies options to support patient communication, engagement and satisfaction
- Optimizes patient and staff engagement and satisfaction through the effective use of technology
- Other duties as assigned

GENERAL JOB PERFORMANCE STANDARDS:

KNOWLEDGE OF WORK - Posses 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.

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

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

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 Requirements:

- Four years minimum experience in computer science or technology
- Four years minimum hands-on experience with EHR systems, preferably eCW
- Proficiency in MS Office; Word, Excel, Outlook, PowerPoint
- Familiarity with data bases and information research systems

Preferred Qualifications:

- Related AA Degree, Bachelor's Degree preferred



- Experience working in a non-profit setting desirable, FQHC preferred

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.

SALARY & BENEFITS

This is a full-time, hourly, non-exempt position. Competitive compensation & benefits package are available to staff working at least 20 hours per week. 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. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement 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).