



PEDIATRIC DEVELOPMENTAL SCREENER JOB DESCRIPTION

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 Pediatric Developmental Screener (DS) is a patient-facing, community-embedded role which connects pediatric patients and their families to Outreach and Enrollment, Behavioral Health, Medical, and Information Technology services at SCCH and to community resources. Screeners collect important and necessary information from pediatric patients and their families in a supportive and culturally appropriate way that prepares providers for a successful, efficient, and high-quality visit. A key aspect of screeners is familiarity with the community and culture, making patient communication successful, friendly, and welcoming.

Classification: Full-time, non-exempt
Reports to: Programs Manager

Location: Clinic
Hours: Varies

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO :

Job Expertise

- Perform developmental screens as part of pediatric primary care, including but not limited to:
 - a. Well child screenings (Bright Futures, Ages and Stages Questionnaire (ASQ), Modified Checklist for Autism in Toddlers (MCHAT), Staying Healthy Assessment (SHA), etc.)
 - b. Behavioral Health screenings (Edinburgh Postnatal Depression Screen (EPDS), CRAFFT, Adverse Childhood Events (ACEs)
 - c. O&E screenings / Basic needs assessments (e.g., housing, nutrition, etc.)
- Connect patients to internal services and community resources
- Provide parent education as part of HealthySteps program and "Triple P" (Positive Parenting Program)
- Help patients with patient portal access, technology (internet access, email, etc.) and billing systems

- Work effectively and collaboratively with all other members of the patient care team, including medical providers, behavioral health providers, medical assistants, RNs, front desk staff, and Clinical Services Managers

COMPETENCIES

Customer Service

- Provide patient-centered customer service at all times
- Provide “Welcome to SCCH” introduction to services, account creation, etc.
- Demonstrate the ability to anticipate patients' needs and to deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner
- Demonstrate ownership, initiative, attention to detail, and follow through
- Approach problem-solving by focusing on patients first

Communication Skills

- Ability to communicate with staff in English and with child and parents in their home language
- Oral and written communication is clear, concise, accurate, positive and respectful
- Response to oral and written questions, instructions, and information is timely and appropriate
- Regularly checks work related email and voicemail

Teamwork/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
- Approachable and open to suggestions
- Demonstrate a positive attitude, flexibility and the ability to develop effective relationships
- Help others accomplish tasks using collaboration and conflict resolution skills

Judgment/Problem Solving

- Use critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrate good judgment in making decisions

Reliability

- Complete all assigned duties in an accurate, timely and efficient manner
- Arrive to work on time and maintain consistent attendance
- Follow instructions and appropriate procedures
- Maintain patient confidentiality as required by HIPAA

QUALIFICATIONS

MINIMUM QUALIFICATIONS:

- Ability to work some evenings and Saturdays
- Bilingual in English and Spanish required, bicultural preferred
- Ability to work cooperatively with other staff and to carry out the stated mission of Santa Cruz Community Health
- Update patient medical records at the end of every appointment for billing and record-keeping purposes



PREFERRED QUALIFICATIONS:

- Associates degree in early childhood education or an AA in another field with Early Childhood Education experience and/or a BA in a similar field and/or equivalent experience
- Bicultural 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 AND BENEFITS:

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, download our employment application on our [Careers page](#). Submit application and current resume with letter of interest Human Resources. No phone inquiries, please.

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