



## CLINICAL SUPPORT MANAGER 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 Clinical Support Manager (CSM) is responsible for ensuring efficient operation of the health center's daily clinical services with a focus on delivering high-quality patient care through the Team Based Care model. The CSM ensures Care Teams have adequate and well-trained staff; the CSM provides consistent coaching, mentoring, and practical support to the teams. The position directly supervises the team medical assistants (MA), medical assistants I and II, and referral coordinator positions for each site. The position coordinates with other CSMs, Front Office Supervisor, RN Manager, and Quality Assurance and Quality Improvement Directors in the oversight and training of the operational staff positions. This position optimizes the efforts of staff to ensure efficient patient flow through the clinic and supports the Care Teams in achieving SCCH's goals for quality care, capacity utilization, and patient satisfaction.

**Classification:** Full-time, exempt  
**Location:** Clinic(s) – East Cliff Family Health Center; limited remote work possible

**Reports to:** Chief Operating Officer (COO)  
**Hours:** 8:00AM-5:00PM (flexible) *Some evenings required*

### CORE JOB RESPONSIBILITIES:

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

#### OPERATIONS:

- Set an efficient, collegial tone for day-to-day operations in the clinic;
- Ensure adequate daily MA staffing and coordination of necessary cross-coverage of all clinical staff for up to 3 daily clinics;
- Support Team MAs in appropriate delegation of Care Team tasks
- Act as the go-to resource for the MA team regarding clinical practice, policies, and procedures
- Responsible for the delegation of opening and closing procedures
- Ensure clinic quality control logs are complete and accurate on a daily basis
- Daily monitoring of operations data to ensure maximum capacity utilization
- Act as clinical liaison for Vaccines for Children, Vaccines for Adults and other related programs in conjunction with QA/QI and RN teams

- Participate in QA/QI team projects, including monitoring and using clinical data to improve workflow processes and patient care quality
- Assist in planning and leading regular site meetings
- Participate in the development and implementation of policies and procedures
- Work collaboratively as a member of Site Leadership Group, Operational Risk Management, and Operations Leadership Team
- Serve as a “first in line” to resolve both in-person and telephonic / email patient complaints and grievances
- Assist COO in budget development and adherence to budgeted expenses, including staffing, facility maintenance, and purchasing budgets
- Work with colleagues to ensure site meets all safety and compliance regulations

#### **TEAM MANAGEMENT AND DEVELOPMENT**

- Responsible for orientation, training, coaching and skills development, retention, and daily supervision of MAs and referral coordinators.
- In conjunction with Quality Assurance RN, responsible for ongoing clinical training of MAs and referral coordinators.
- Coordinate with Team MAs to manage staff schedules, including PTO and schedule change requests; ensure staff schedules meet clinic demand.
- Develop staff to their highest potential and skill set for both professional and clinical skills.
- Collaborate with QA/QI Team and RN Manager to set standards for MAs to work within the MA Scope of Practice and at the top of their certification.
- Collaborate with CSM and other manager colleagues in the supervision of other SCCH team members, students, volunteers, and externs/interns.
- In partnership with QA/QI Team and RN Manager, ensure all MAs are assessed annually on clinical skills competencies.
- Partner with site clinical leadership and colleagues to develop a collaborative, problem solving culture.
- Ensure consistent Care for the Team through thoughtful, empathetic, and professional communication.

#### **CORE SUPERVISORY RESPONSIBILITIES:**

##### **Leadership:**

- Supervise, manage and direct Medical Assistants and Referral Coordinator(s)
- Appropriately use decision-making tools like Consent Decision-Making, direct interpersonal communication and written Proposals and Memos to convey recommendations for decisions
- Create opportunities and manage results through delegation and empowerment

##### **Employee Development & Career Path Planning:**

- Plan, define and set SMART goals with direct reports and create learning and coaching opportunities to support career plan development
- Manage performance measurement process including regular 1:1 meetings and annual reviews consistent with company-wide standards

#### **QUALIFICATIONS:**

##### **Minimum Requirements:**

- Three years’ experience in a healthcare setting as a Certified or Registered Medical Assistant.
- Current first aid and BLS/CPR certification.
- Knowledge of standard healthcare practice policies and procedures.
- Bilingual in English and Spanish.

**Preferred Qualifications:**

- Staff management, supervision, or team lead experience.
- Experience working with under-resourced populations.
- Ability to work with practice management and EMR software; preference for experience with eClinicalWorks.
- Knowledge of health insurance plans.
- Knowledge of healthcare terminology, procedures, and practice.
- Knowledge of HIPAA regulations.

**WORK CONDITIONS:**

Working conditions 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. Paid License(s) and CME (fees and days off). 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, current resume and letter of interest to [Human Resources](#). No phone inquiries, please.

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