



DIRECTOR OF PEDIATRIC CENTER OF EXCELLENCE 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 Director of Pediatric Center of Excellence provides clinical leadership to vital pediatric services and programs core to SCCH's Mission and its commitment to [*Building a Pediatric Center of Excellence \(2019 Update\)*](#). This role supports the development of pediatric clinical services and programs to meet Santa Cruz County community and family need, including clinic expansion in Live Oak. The Director of Pediatric Center of Excellence, in the role described below, reports to the Chief Medical Officer. Direct clinical supervision of their role as pediatrician rests with the Site Medical Director-Pediatrics at East Cliff Family Health Center.

Reports to: Chief Medical Officer

Location: East Cliff Family Health Center - Hybrid

Classification: Full-time, salary, exempt

Hours: Varies

CORE JOB RESPONSIBILITIES:

LEADERSHIP DUTIES (7-10 hours/week; 25% of FTE)

- Provide clinical leadership on projects, programs and services toward [*Building a Pediatric Center of Excellence*](#) and aimed at expanding pediatric care within SCCH health centers and the community, including:
 - Complex pediatric medical care (working with Pediatric Complex Care Manager)
 - School health (working with Chief of Strategy & Impact)
 - Adolescent medicine (working with Adolescent Medicine Champion)
 - HealthySteps (working with Chief of Strategy & Impact)
 - Developmental-Behavioral Pediatrics (working with Site Medical Director-Pediatrics)
 - Expansion of behavioral health Integration (working with Chief of Behavioral Health)
- Collaborate with other departments, teams, and leaders (e.g. Operations, Site Leadership Group, Medical Leadership Team, CEO) in the creation, implementation, and promotion of pediatric programs and services



- Provide oversight to pediatric medical providers regarding their involvement in above projects and programs only (including Adolescent Medicine Champion, Pediatric Complex Care Manager), and other roles as developed
- Serve as liaison to outside agencies regarding creation and promotion of pediatric programs and services

CLINICAL DUTIES (25-30 hours/week; 75% of FTE)

- Provide direct patient care (in-person, telephonic, telehealth visits) as part of pediatric care team under general and clinical supervision of Site Medical Director-Pediatrics.
- Deliver pediatric primary care, including same-day/sick care, well child care/preventive care, chronic disease management, etc.
- Productivity rate 2.38 patients per hour (~9.5 patients per 4 hours shift)
- 20-24 hours direct patient care time; 5-6 hours clinical administrative time

COMPETENCIES:

Job Expertise

- Demonstrates knowledge of applicable clinical principles and practices
- Demonstrates knowledge and use of clinic policies and procedures as well as applicable federal and state rules and regulations
- Applies technical and procedural skills efficiently and effectively
- Successfully gathers and uses information, procedures, materials, equipment and techniques required for position
- Demonstrates ability to effectively use Electronic Health Records (EHR)

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

Judgement & 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 and 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

Personal Development

- Attend required annual in-service programs
- Comply with all trainings, drills, policies and procedures concerning safety
- 100% attendance to mandatory skills/competencies updates yearly required
- Maintain licensure requirements

QUALIFICATIONS:

MINIMUM QUALIFICATIONS

- Pediatric physician with extensive clinical experience in a primary care setting,
- Program development, leadership, and management experience
- Aligns with SCCH Mission
- Proficiency in EHR, IT systems preferred
- Bilingual/Bicultural preferred

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 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).