



Health Services 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:

Job Summary: With the direction of the Chief Operating Officer and Chief of Strategy and Impact Officer (COO/CSIO) the Health Services Manager is responsible for managing several clinical and health education service lines within SCCH. The incumbent will develop, implement, monitor, and evaluate programs, specific service lines and the associated Health Services staff.

Through continuous program assessment and evaluation, the incumbent identifies the evolving needs of the patient population while ensuring that SCCH Health Services aligns with the agency's mission, vision, and strategic plan. The incumbent is responsible for the management and development of several service lines, including but not limited to: Healthy Pregnancy Program, HealthySteps Program, and Shared Medical Appointments. The Health Services Manager develops and maintains existing service lines while also analyzing emerging needs, bringing forward plans and proposals for new programs and sustainable expansion and/or retraction of existing programs.

As the manager of multiple distinct service lines and programs, the Health Services Manager should have experience with the principles and practices of program planning and evaluation, grant writing and budgeting techniques, and staff supervision, training, and management. This role is a part of SCCH's Clinical Operations team reporting to the COO with additional support and oversight from the CSIO. The Health Services Manager is expected to demonstrate exceptional critical thinking skills, excellent oral and written communication skills, and strong leadership skills, including initiative and perseverance.

Reports to: COO & CSIO

Classification: Full-time, salary, exempt

Location: Onsite in administrative office and both medical clinics

Hours: Varies



CORE JOB RESPONSIBILITIES:

Job Expertise

General expertise in the following areas:

- Program planning, implementation, and evaluation
- Project Management
- Healthcare Operations
- Team Leadership
- Partnership building, both internal and in the community

Team Based Care Model and Operations

- Oversees the day-to-day operations of SCCH's Health Services Department
- Plans, assigns, directs, and evaluates the work of staff
- Prepares and presents clear and concise written and oral reports
- Analyzes and evaluates data and information, and makes appropriate recommendations to COO and CSIO
- Responsible for service line evaluation to ensure clinical efficacy, use of evidence-based practices, and goal achievement, in collaboration with clinical staff
- Ensures department operations and program development reflect SCCH's core commitment to the team-based care model
- Serves as the central point of communication between Health Services and all other departments
- Proposes, plans, and develops additional service lines as needed, informed by patient needs and data
- Ensures department achieves operational and financial benchmarks and stays within budget
- Works across departments to improve workflows using evidence-based tools such as PDSAs
- Uses data to evaluate department workflows and to ensure maximum capacity utilization
- Manages all aspects of supervision related to department staff
- Builds effective teams to achieve program goals and support the mission of SCCH
- Demonstrates ability to effectively use Electronic Health Records (EHR) and adapt EHR to programmatic needs
- Represents SCCH at County-wide health collaboratives

Program Development

- Oversees programmatic planning and development and work closely to expand target populations and implement new lines of service within Health Services Department
- Utilizes internal data and population health approach to meet patient needs
- Engages and trains staff on various Health Services programs and target groups, including workflows, best practices, and referral process
- Works closely with Grants and Programs Department to ensure goals are being achieved, deliverables are met, and reporting is completed on time
- Consults with COO and Billing Department to maximize billing opportunities and ensure high quality documentation



- Participates in internal and community meetings relevant to Health Services, including HealthySteps, MAT Advisory Group and others as assigned

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, Teams messages and phone messages daily

Teamwork and Interpersonal Skills

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Effectively offers support and assistance to others, obtains information from others, and supplies information to others
- Demonstrates a positive attitude, flexibility, and the ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

Judgment and Problem Solving

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in decision making
- Resolves issues efficiently and independently and seeks assistance as needed

Reliability

- Completes assigned duties & responsibilities in an accurate, timely and efficient manner
- Arrives to work/meetings on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient confidentiality as required by HIPAA.



QUALIFICATIONS

MINIMUM QUALIFICATIONS

- Demonstrable experience in program planning, implementation, and evaluation
- Experience in leadership/management role with two or more direct reports
- Experience in healthcare operations
- Experience working with multi-disciplinary teams
- BA/BS in public health, management, or other applicable area of study

PREFERRED QUALIFICATIONS

- Master's degree in public health, health care administration, or another related field
- 5 (+) years experience in program planning and development in a Community Health Center or a Federally Qualified Health Center
- Spanish language fluency, written and spoken

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. 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).