



## OPERATIONS COORDINATOR 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 Operations Coordinator serves as the administrative coordinator for the Santa Cruz Community Health (SCCH) Operations Department. This position requires exceptional computer skills, communication skills, staff and provider relations skills, organizational and time management skills, and the ability to pivot and reprioritize quickly. A major focus of the Operations Coordinator position is the creation and maintenance of clinical schedules in the agency's electronic medical record (EMR) system, eClinicalWorks (eCW). The Operations Coordinator is a permanent, benefited position; it is an ideal entry level position in community-based health care, with strong potential for growth and advancement.

**Classification:** Full-time, Hourly, Non-exempt

**Reports to:** Chief Operating Officer (COO)

**Location:** Varies

**Hours:** 8:00AM-5:00PM (flexible)

with occasional evenings and Saturdays

### CORE JOB RESPONSIBILITIES

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

- Oversee all appointment scheduling activities for SCCH clinical sites, including template creation and maintenance; open provider schedules at least 3 months in advance (in consultation with COO)
- Manage the creation and roll-out of provider schedule templates in the practice management system in agency's EMR, including specialty templates such as chiropractic and acupuncture
- In collaboration with Site Medical Directors and Clinical Services Managers (CSMs), manage provider PTO requests and ensure schedules are updated appropriately
- EMR schedule review for: fill-in providers, Saturday providers, unplanned PTO coverage
- Responsible for planning and execution of quarterly All Staff Meetings and monthly clinic Site Meetings, in collaboration with COO; lining up speakers, reminding and preparing internal staff and external presenters, finalizing agendas, sending information to staff, providing remote participation options when possible, recording virtual presentations
- Preparation & follow up for monthly Site Leadership Group (SLG) meetings at Women's Health Center and East Cliff Family Health Center sites -- calendarize, agendas, minutes



- Review, edit and maintain applicable policies and procedures on PolicyTech, for example, Saturday provider coverage policy
- Manage Medical Assistant (MA) Saturday shifts on Sign Up Genius, in close communication with CSMs
- Prepare “Site Report” – noting clinical staff PTO planned and unplanned -- each weekday morning, in close communication with CSMs, RN Manager, Front Desk Supervisors and Call Center Supervisor
- Support with additional work generated by Capitola Expansion Project, San Lorenzo Valley Project, future expansion projects
- As time allows: Preparation and Follow Up for Routine Meetings – organize, calendarize, agendas, minutes; examples include Operations Committee; Operations Leadership Committee; Privacy & Security Risk Management; Operations Risk Management; Clinical Risk Management (CRM) & CRM workgroups; Behavioral Health Risk Management; QI and QA quarterly meetings
- As time allows: Support Operations Department workflow changes -- roll out, training, tool preparation
- Other duties as assigned, depending on agency’s needs and incumbent’s professional interests

## COMPETENCIES

### Job Expertise

- Demonstrates knowledge and use of organizational 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 learn and effectively use EMR
- Advanced computer skills and demonstrated experience with Microsoft Office applications

### Customer Service

- Excellent customer service and interpersonal skills
- Demonstrates ability to anticipate staff, provider, and department-level needs and to deliver services and respond to staff and providers in a timely, accurate, courteous, respectful, and friendly manner
- Demonstrates ownership, initiative, attention to detail, and follow-through

### 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

### Teamwork and Interpersonal Skills

- Collaborates and communicates effectively with other staff members and department heads
- 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



### **Judgment and Problem Solving**

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Ability to exercise sound judgement routinely and independently in making decisions

### **Reliability**

- Proven success in following through and completing projects
- Completes assigned duties & responsibilities in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient and staff confidentiality as required by HIPAA as well as federal and state labor laws

## **QUALIFICATIONS**

### **Minimum Requirements:**

- Desire to serve the FQHC / community clinic population
- Value, promote, and commit to SCCH's mission statement
- At least 1-2 years recent full-time paid or volunteer experience in an administrative or organizational role
- Ability to work independently once trained, checking in and informing as needed
- Ability to collect, enter and analyze data for program management, evaluation, and reporting
- Empathic, supportive, and patient
- Demonstrated ability to perform assigned responsibilities with minimum supervision; to maintain quality control standards; to interpret, adapt and apply guidelines and procedures
- Ability to work with people of many cultures
- Ability to take initiative and a willingness to learn
- Ability to work well both in teams and independently

### **Preferred Qualifications:**

- Undergraduate degree – BA/BS -- in public health or another applicable field
- Fluent bilingual in Spanish/English preferred
- Experience with any EMR
- Experience with creating / maintaining schedules in a medical or other work setting

## **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).