



PATIENT 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

The Patient Services Manager (PSM) is responsible for the overall management of the Patient Services Team, which includes the Call Center, the Front Office Assistants, and the Medical Records staff. The PSM has the support of a Call Center Lead and two Front Office Supervisors. The PSM ensures optimal operations for the Patient Services departments and creates work environments that support excellent internal and external customer service. The PSM serves as a resource for all Patient Services staff, addresses administrative issues and concerns, as well as applicable patient grievances. Overall, the PSM ensures that patients receive excellent, accurate customer service, and that Patient Services operations are conducted in support of the Patient Centered Medical Home Model.

Classification: Full-time, exempt
Reports to: Chief Operating Officer

Hours: 8:00AM-5:00PM (flexible)
Location: Administrative office 3 days &
Clinic(s) 2 days

CORE JOB RESPONSIBILITIES

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

Department Operations

- Serve as key responsible person in the management of the Call Center staff, medical clinic Front Office Assistant staff, and Medical Records staff
- Update scheduling guidelines, distribute and train Call Center, Front Office Assistant, and other staff
- Ensure that Call Center, Front Office Assistant and Medical Records staff are scheduled according to protocol and that proper coverage is maintained
- Monitor, collect, analyze, and share Call Center statistics
- Conduct frequent quality assurance audits of Call Center and Medical Records departments and produce and share reports
- Monitor productivity and workflow efficiency of Call Center and Medical Records departments



- Study and standardize procedures to improve staff efficiency
- Address applicable patient complaints and grievances and recommend corrective actions to address complaints and grievances
- Maintain current understanding of clinic operations and procedures
- Work across clinic leadership to ensure standardization of front office policies and procedures
- Collaborate with colleagues to drive quality and process improvement techniques throughout the organization utilizing data tracking tools (e.g., Tableau) to support and drive improvement
- Gather performance data and participate in the design and implementation of new workflows
- Support process standardization and improvement activities through use of evidence-based systems change practices (e.g., PDSA cycles), working with other SCCH leadership, and providing staff training
- Ensure the protection of individually identifiable health information per HIPAA regulations
- Attend and/or prepare for meetings, participate in organization committees, and attend assigned trainings

Team Management & Development

- To ensure optimum flow and patient satisfaction, support Leads and Supervisors to develop and maintain staff schedules in Call Center and Front Offices; develop and maintain staff schedules for Medical Records Department
- Assess and approve overtime as needed
- Provide mentoring and coaching for direct reports and provide consistent coaching and feedback to staff through one-on-one meetings
- Facilitate regular team meetings
- Maintain collaboration among staff and resolve internal grievances
- Obtain leadership approval for new staff positions and manage recruitment needs, including hiring, training, and staff development
- Participate in the development of training strategies to assure staff knowledge, for example: working knowledge of policies and procedures, technical skills proficiency, and understanding of organization's culture
- Maintain oversight of staff schedules, manage PTO requests, and approve timecards
- Manage team performance, holding staff accountable for complying with policies, procedures, guidelines, workflows, etc., including introducing corrective action if necessary

CORE SUPERVISORY RESPONSIBILITIES:

Leadership:

- Supervise, manage, and direct Medical Records staff. Supervise, manage, and direct Call Center staff and clinic Front Office Assistant staff, with day-to-day support from Call Center Lead and Front Office Supervisors
- Appropriately use decision-making tools such as Consent Decision-Making and written Proposals and Memos to convey recommendations for decisions
- Create opportunities and produce results through delegation and staff 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 1:1 meetings and annual reviews consistent with SCCH-wide standards
- Oversee Rewards & Recognition and Staff Development & Training budgets and make recommendations for use of these funds

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 Requirements:

- Three years' experience in a healthcare setting
- Experience working with under-resourced populations
- Experience working with multiple health care service lines
- Knowledge of standard healthcare practice policies and procedures
- Staff management, supervision, or team lead experience

Preferred Qualifications:

- BA/BS in related field
- Bilingual in English and Spanish; bicultural preferred
- Experience working in or managing a call center and/or medical records department

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).