



## INTEGRATED CHINESE MEDICINE 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 three separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the East Cliff Family Health Center in Live Oak, serving everyone; and the Santa Cruz Mountain Health Center providing easier access to care for our patients in the San Lorenzo Valley.

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:

SCCH has offered Acupuncture and Chinese Medicine services to the SCCH patients since 2003 and in 2022, SCCH developed the Integrated Chinese Medicine (ICM) program. SCCH's Integrated Chinese Medicine Coordinator (ICMC) works with the Integrated Chinese Medicine Team in a variety of ways. The ICMC assists all patients in need of Acupuncture and Chinese Medicine Services by acting as a patient and program advocate and navigator. The ICMC also assists in developing ICM workflows and supports with scheduling. Further, the ICMC addresses barriers to Acupuncture and Chinese Medicine services by providing advocacy and coordination of appointments and referrals, preparing charts for patient visits, assisting the Acupuncturists with workflows, and working as a strong and flexible member of a health care team. The ICMC is expected to demonstrate exceptional critical thinking, patient and provider relations, organizational skills, and time management skills.

**Reports to:** Integrated Chinese Medicine Director

**Hours:** Varies

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

**Location:** In-Clinic

### CORE JOB RESPONSIBILITIES:

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

##### Job Expertise

- Set up ICM Treatment rooms at the beginning of each shift
- Clean up the ICM Treatment rooms at the end of each shift
- Vitalizing and Rooming ICM patients
- Sterilizing Treatment Rooms at the end of each appt
- Rescheduling Patients at the End of Acupuncture Treatment
- Sterilizing Furniture in Community Acupuncture Setting, as needed
- Sterilizing Plastic Cups, as needed
- Stocking Acupuncture Treatment Rooms, as needed



- Ordering Supplies for ICM Department, as needed (such as, Acup Needles)
- Advocating for ICM patients
- Acting as Liaison between ICM Providers and SCCH Support Staff
- Managing the ICM Schedules
- Managing the ICM CCAH Authorizations for Additional Acupuncture Treatments
- Support with developing the ICM workflows and procedures
- Support with ICM Dept Planning and Implementation of Services
- Acts as a patient liaison with SCCH Acupuncturists, employees, and community contacts
- Demonstrates ability to effectively use clinic's Electronic Health Records system (EHR)
- Participates in appropriate staff meetings and agency activities
- Performs all clinical and administrative duties expected of an Integrated Chinese Medicine Coordinator at SCCH

#### **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

#### **Communication Skills**

- Oral and written communication is clear, concise, accurate, positive, and respectful
- Response to oral and written questions, instructions, and information is timely and appropriate
- Regularly checks work related email and mailbox

#### **Teamwork/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
- Is approachable and open to suggestions
- 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/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

#### **Reliability**

- Completes all assigned duties 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

## COMPETENCIES:

### GENERAL JOB PERFORMANCE STANDARDS:

**KNOWLEDGE OF WORK** - Posses and utilizes knowledge of the job which is essential to perform the specific functions and related work.

**QUANTITY OF WORK** - Accomplishes an appropriate volume of satisfactory work under normal conditions. Ability to produce results.

**QUALITY OF WORK** - Consistently demonstrates accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.

**TIMELINESS** - Completes assignments on or ahead of schedule.

**ABILITY TO LEARN NEW DUTIES** - Interprets, learns and responds to instructions for new situations, procedures or methods.

**JUDGEMENT and COMMON SENSE** - Decisions/actions are sound, including safety awareness.

**COOPERATION** - Willing to work with others toward common goals.

**COMMUNICATIONS** - Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.

**INITIATIVE** - Ability to originate, develop or create new ideas or take steps to get things done.

**PROBLEM SOLVING** - Identifies and evaluates alternate solutions and selection of the most appropriate course of action.

**ATTENDANCE AND PUNCTUALITY** - Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods, and other authorized absences from work.

## QUALIFICATIONS

### MINIMUM QUALIFICATIONS:

- Ability to work some evenings and Saturdays
- Ability to work cooperatively with other staff and to carry out the stated mission of Santa Cruz Community Health
- Commitment to assisting SCCH Acupuncturists and patients

### PREFERRED QUALIFICATIONS:

- Bilingual conversant/fluent in English and Spanish highly desirable
- Knowledge of Acupuncture and Chinese Medicine

## 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 & BENEFITS:**

Pay range is \$21.00-\$24.00 per hour. 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).