



## REGISTERED NURSE 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.

### JOB SUMMARY:

The Registered Nurse (RN) is an essential part of the overall clinical team, the RN ensures that clinical operations and systems are organized to meet the strategic objectives of SCCH. Oversight of the daily operations of the clinical components of the patient experience requires exceptional critical thinking, leadership, patient relations, organizational and time management skills. The RN provides nursing services such as patient triage, making clinical assessment, organizing team-based care plans, administering medications, managing patient education.

**Classification:** Part-Time or Full-Time, Hourly, Non-exempt

**Reports to:** Clinical Nurse Manager

### CORE JOB RESPONSIBILITIES:

#### Direct Care

- Collaborate with the Site Medical Directors, Family Practice Care Teams, and Clinic Manager to establish and maintain an effective and high-quality of health systems for patients.
- Monitor the clinical work flow and staff for Family Practice:
  - Assist in monitoring care team bucket
  - Obtain history for walk-ins and urgent same day appointments
  - Lead same day scheduling based on acuity triage
  - Clinical mentoring of Medical Assistants
  - Triage phone calls and provide clinical advice
  - Field correspondence with hospitals, emergency departments, specialists and other community health partners.
- Balance the clinical workload in real time: ensure that clinic workflow runs smoothly and that clinic patients receive care in a timely manner.
  - Ensure collaboration and proper teamwork and clinic flow.



- Work closely with Family Practice Providers for continuity, patient education and appropriate same day access.
- Assist Teams Pre and Post Huddle
- Administer medications, injections, and assist with procedures
- Triage patients both through phone and face to face contact
- Patient Visits
  - New patient intakes
  - Patient Education and counseling
  - Medication Reconciliation
  - Special Projects, as needed
  - Emergency Response Team

## 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:**

- A valid and current Registered Nurse license issued by the State of California. Must be a graduate of an accredited school of nursing.
- Bilingual in English and Spanish required
- Value, promote, and is committed to SCCH's mission, vision, and values
- Desire to serve the community clinic population with excellent health care
- Current CPR certification
- Demonstrated ability to perform assigned responsibilities with minimum supervision; to maintain quality control standards; to interpret, adapt and apply guidelines and procedures.
- Excellent team player balanced with initiative and organizational skills
- Commitment to preventive care and empowering patients to make informed health care decisions
- Excellent oral and written communication skills
- Ability to work some evenings



- Two years of experience, preferred
- Two years of medical triage experience, preferred.
- BSN preferred
- Knowledge of HIPAA regulations

#### **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.

#### **APPLICATION PROCESS**

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 Medical 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).**