



ADVANCED PRACTICE CLINICIAN (NP/PA) JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. 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 at our three clinic 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.

In December 2022, the East Cliff Family Health Center will change locations in Live Oak and move into a brand-new space offering an integrated, state-of-the-art health and housing campus. SCCH will continue to provide medical, behavioral health, and specialty care with a focus on pediatrics. The campus addresses a triple goal of increasing access to healthcare, growing affordable housing, and creating economic opportunity. Partners in the project are Santa Cruz Community Health, Dientes Community Dental Care, and MidPen Housing.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

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 quality, whole-person health care.

POSITION SUMMARY/SCOPE:

Advanced Practice Clinicians (APCs) at Santa Cruz Community Health (SCCH) provide comprehensive family medicine services, including preventive care, chronic disease management, pediatric care, reproductive health services, mental health and substance use treatment, in-office procedures and urgent care services, to a Santa Cruz County patient population rich in racial, ethnic, socioeconomic, gender, and international diversity. SCCH is committed to shaping a medical staff that reflects its patient population; bilingual English/Spanish is strongly preferred.

APCs work alongside other medical providers, nurses, medical assistants, mental health providers, chiropractors, Chinese medicine providers, and case managers in an integrated Care Team model. APCs

meet regularly with their supervising Site Medical Director and the larger medical department to further their clinical knowledge and skill, discuss patient cases, review performance dashboards, and improve quality and clinical processes.

All medical providers conduct some patient care remotely, usually from home, via telephone or video. 80% of an SCCH APC's time is direct patient care, while 20% of their time is allotted for clinical "administrative" time. All medical visits are 20 minutes in length, and APCs are expected to see ten patients per 4-hour shift. SCCH uses eClinicalWorks (eCW) Electronic Health Record system for visit documentation, e-prescribing, and data collection for reporting on clinical quality.

Reports to: Site Medical Director

Normal work hours: 20 - 40 hours per week

Classification: Part-time or Full-Time, salary, exempt

Work Location: Mountain Health Center and/or Live Oak Health Center

ESSENTIAL DUTIES AND RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Demonstrates knowledge and use of medical resources and procedures and policies, and applicable federal and state rules and regulations
- Demonstrates ability to assess, implement and monitor options and services to meet individual patients' health needs
- Effectively achieves quality, timely and measurable outcomes
- Acts as a patient liaison with clinic staff and community contacts
- Demonstrates ability to effectively use clinic's Electronic Health Records system (EHR)
- Participates in appropriate staff meetings and agency activities
- 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

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

- Must be a California licensed Family Nurse Practitioner or Physician Assistant
- Clinical experience in mental health, chronic pain, and chronic disease management preferred
- Commitment to preventive care, quality improvement, and empowering patients to make informed health care decisions.
- Ability to work cooperatively with other staff in a Care Team model
- Commitment to the stated mission of Santa Cruz Community Health and the diverse needs of our patient population.
- Ability to work at least one evening per week and some Saturdays. There are no call duties for this position.

Preferred Qualifications

- Bilingual in English and Spanish is preferred; bi-cultural preferred
- Professional experience in community health centers or public health preferred
- Experience in a Federally Qualified Health Center (FQHC)

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 accommodation may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances. This position may be on-site in clinic, remote (telephonic or telehealth) or a combination of both.

SALARY AND BENEFITS:

SCCH offers a competitive compensation & benefits package to staff working at least 20 hours per week. This is a full or part-time, salary, exempt position with 80% clinical time and 20% administrative time. Salary increases occur after Year 1, 3, 5, 7, 10 and every 5 years thereafter. Paid time off and paid holidays accrue from date of hire. Paid 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
(M/F/V/D)**