



FILL-IN PROVIDER (PA/NP/MD/DO) 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:

We are seeking experienced Fill-In Providers (PA/NP/MD/DO) to join our clinical team. Fill-In Providers at Santa Cruz Community Health (SCCH) are experienced, independent, high-performing clinicians who can provide comprehensive medical services to patients on behalf of our primary care teams. Fill-In Providers must adapt their clinical care to meet patient need and the various demands of the clinic day.

Fill-In Providers may see patients in clinic and remotely (telephonic/telehealth). Bilingual fluency in English and Spanish is preferred.

Fill-In Providers do not have their own patient panels assigned to them though they may be assigned to a Care Team for support. Instead, they extend the reach of the Care Team when primary care providers



(PCP'S) are out. Most clinical follow-up work (e.g., reviewing lab and imaging results, documents, etc.) and care management are the responsibility of the PCP and Care Team, not the Fill-In Provider. However, Fill-In Providers may be asked to assist with PCPs' follow-up work during their shift time, time permitting. Fill-In Providers working 20 hours or more of patient care per week will be granted additional hours for Care Team coverage and clinical follow-up work.

Fill-In Providers must have a flexible schedule to cover for when primary care providers are unavailable. A Fill-In Provider's clinical schedule and possible assignment to a Care Team will be made in coordination with the Site Medical Director and Site Operations Director. PCP scheduling of patient care shifts will take precedence over Fill-In Provider scheduling. Changes to provider schedules will follow the existing policy and procedure.

All medical visits are 20 minutes in length. Providers are expected to see 10 patients per 4-hour shift, which includes administrative time and time to huddle with Medical Assistants. We use eClinicalWorks (eCW) Electronic Health Record system for documentation, e-prescribing, and data collection for reporting on clinical quality. Medical providers meet regularly with their Site Medical Director and the larger medical department to further clinical knowledge and skill, discuss patient cases, review performance dashboards, and improve quality and processes.

We have a robust Integrative Behavioral Health department, with clinical social workers and case managers available on site, to support our patients' complex medical, mental health, and social needs. We are a Patient-Centered Medical Home and work in Care Teams, with several medical and behavioral health providers, medical assistants, nurses, and front office staff working closely with one another around shared patient panels.

Classification: Fill-In, Hourly, Non-Exempt
Normal work hours: Varies, some evening and/or Saturday shifts

Reports to: Site Medical Director
Work Location: Hybrid of On-Site and Remote

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 licensed NP/PA/MD/DO, with at least one year of experience, and in good standing in the State of California, and must be board-certified, if applicable
- Professional experience in community health centers or public health preferred



- 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.
- Bilingual in English and Spanish strongly preferred
- Ability to work some evenings and Saturdays

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:

This is an hourly, non-benefited position. On-site and remote shifts available.

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. Positions open until filled.

**SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER
(W/M/V/D).**