



PEDIATRICS REGISTERED NURSE 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 changed locations in Live Oak and moved 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.

JOB SUMMARY:

The Pediatric Registered Nurse (Peds RN) in partnership with the Pediatric Team Medical Assistant leads team-based care for the Pediatrics Care Team at Live Oak Health Center and supports pediatric healthcare for the entire nursing team at Santa Cruz Community Health (SCCH). The Peds RN provides nursing services to children and adolescents, including performing patient triage, organizing team-based care plans, administering medications, providing patient education, lactation support and supporting pediatric care efforts such as Office-Based Addiction Treatment for youth. This position is clinically and administratively responsible to the Pediatrics Care Team and reports to the Nursing Manager in consultation with the Site Medical Director at Live Oak Health Center.



Classification: Full-Time, Hourly, Non-exempt

Location: Live Oak Health Center

Reports to: Nurse Manager

Hours: Varies; Ability to work some evenings Monday – Friday

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Collaborate with the Site Medical Directors, Pediatrics Care Team, Family Practice Care Teams, and Clinic Manager to establish and maintain a high-quality health system for patients
- Monitor the clinical workflow and staff for Pediatrics Care Team:
 - 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 to patients and their families
 - Field correspondence with hospitals, emergency departments, specialists and other community health partners
- Balance the clinical workload in real time: ensure that clinic workflows runs smoothly and that clinic patients receive care in a timely manner
 - Ensure collaboration and proper teamwork and clinic flow
 - Work closely with Pediatric 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
- Conduct Nurse Visits, including but not limited to:
 - New patient intakes
 - Patient Education and counseling
 - Medication Reconciliation
 - Lactation support (will train motivated and/or excellent candidates)
- Provide Office-Based Addiction Treatment (OBAT) services to adolescents and their families, include initiation and maintenance of addiction treatment, as part of OBAT Nurse Care Manager model (will train motivated and/or excellent candidates)
- Provide clinical support to pediatric programs (e.g. HealthySteps, school-based programs, developmental and behavioral program)

COMPETENCIES:

Job Expertise



- Demonstrates knowledge and principles of nursing skills to include critical thinking with the ability to apply to clinical 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

- Always provides patient-centered customer service
- 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 patient 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 daily

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.
- Values, promotes, and is committed to SCCH's mission, vision, and values.
- Desire to serve the community clinic population with excellent health care.
- Current CPR certification.
- Bilingual in English and Spanish.
- 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 in pediatrics, preferred.
- Knowledge of HIPAA regulations.

WORK CONDITIONS:

The physical demands 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 individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances. While performing the duties of this job, the employee is regularly required



to talk or hear. The employee regularly is required to stand, walk, sit, use hand to grasp, handle or feel objects, tools, or controls; and reach with hands and arms.

SALARY AND BENEFITS:

SCCH offers a competitive compensation & benefits package to staff working at least 20 hours per week. This is a full-time, salary, non-exempt position with an hourly pay range of \$44.16 - \$57.77. 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)