



OPERATIONS PROJECT MANGER (OPM) 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.

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.

POSITION SUMMARY: The Operations Project Manager (OPM) is a key administrative leader overseeing and supporting many aspects of clinic operations for the agency's health centers and Operations Team. The OPM and the Operations Leadership Team's goals are to deliver accessible, high quality, patient-centered care through the Team Based Care model. The OPM is responsible for: supporting the COO and Site Operations Directors (SODs) to ensure daily operational objectives are met. As assigned, the OPM also ensures service standardization and optimization across all clinical sites in support of Santa Cruz Community Health's (SCCH) commitment to patients receiving excellent care through the Patient Centered Medical Home Model.

Classification: Full-time, exempt
Reports to: Chief Operating Officer

Location: Onsite, All Clinics
Hours: 8AM-5PM (flexible) *some evenings preferred*

CORE JOB RESPONSIBILITIES:
Operations Project Management



- Supports and advises Operations Team in all efforts to ensure effective and efficient operations and to increase access for patients while providing an excellent patient experience
- Partners with the Operations Leadership Team on specific projects improve service delivery systems, implement new programs, and refine workflows
- As assigned, works with Operations Leadership Team to analyze workflows in the front and back office and to identify and implement systems changes that maximize provider time with patients, minimize non-medical tasks and increase patient satisfaction
- Supervises front line staff as assigned by SODs and COO
- As assigned, recruits, hires, trains, coaches, and supports front line operations staff across all clinical locations in collaboration with SODs
- Works with HR team to support Operations Leadership Team members as assigned: performance evaluations, employee coaching and/or progressive discipline, job description creation and updates
- Supports SODs and COO to achieve productivity goals while maintaining staff satisfaction and quality of care goals
- Collaborates with Operations Leadership Team and other leaders in service line development, process improvement and change management efforts
- Serves as back-up creator and modifier of standard provider templates
- Participates in the development of training strategies and opportunities to improve front line staff knowledge and capabilities
- Works with the Operations Leadership Team to track, analyze and help make decisions based on robust operational and productivity data
- Plays a key role in future facilities expansions, liaising with staff, providers and consultants
- Other projects as assigned by COO and Operations Leadership Team

Data and Technology

- Serves as an in-house expert (“Super User”) in eClinicalWorks, the health center’s EMR; develops other staff to become in-house experts
- Serves as an in-house (“Super User”) expert in EPIC, the next EMR for SCCH
- Collaborates with the COO, the HIT Department, Data Services, and QA/QI to implement improvements in the use of the EMR as well as the implementation of program changes required by HRSA, UDS, Medi-Cal, Medicare and other funders and auditors
- Works with the HIT Department, Data Services and EMR Super Users to optimize EMR use and functionality and to improve efficiency and consistency across all clinics.

Quality Improvement

- As assigned, utilizes a process improvement approach to implementing evidence-based systems changes (e.g., PDSA cycles); coaches and supports staff to use process improvement approach to system change



- Receives, investigates, acts on and closes assigned incident reports, including patient grievances

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 Requirements:

- Related BA/BS and/or 5+ years progressively responsible experience in a resource-limited health care setting
- Experience with Electronic Medical Records – preference for eCW and/or EPIC

Preferred Qualifications:

- Experience in an FQHC (Federally Qualified Health Center)
- Demonstrated experience and success with quality improvement processes
- Supervisory experience



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:

This is a Full-Time (40 hours per week), Salary Exempt role with an annual salary range of \$80,000 - \$89,365 DOE. 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 to Human Resources. No phone inquiries, please.

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