



PATIENT SERVICES ASSOCIATE 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, almost 50 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.

POSITION SUMMARY:

The Patient Services Associate (PSA) is responsible for performing a variety of administrative office duties which contribute to the successful operation of the Medical Records Department, specifically delivery of affordable, quality healthcare to our patients. As a team member of the Medical Records Department, the PSA may also provide support to other departments within Operations. This position requires exceptional critical thinking, patient relations, organizational and time management skills, as well as attention to detail.

Classification: Full-time, Hourly, Non-exempt

Location: Administrative Office

Reports to: Chief Operating Officer

Hours: 8:00AM-5:00PM (some flexibility)

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO :



- Use computer and electronic medical record (EMR) to locate, file, prepare, and route patient documents, correspondence, and external medical records
- Access external health center portals to retrieve and download patient medical records for inclusion in the SCCH EMR, eClinicalWorks (eCW)
- Scan documentation into eCW following protocols
- Prepare documentation for provider signature as it relates to prior authorizations for medications, prescription assistance program and state or federal forms
- Operate copy machine and fax machine upon instruction
- Perform other administrative support duties as assigned

GENERAL JOB PERFORMANCE STANDARDS:

KNOWLEDGE OF WORK - Possess and utilize knowledge of the job which is essential to perform the specific functions and related work.

QUANTITY OF WORK - Accomplish an appropriate volume of satisfactory work under normal conditions. Ability to produce results.

QUALITY OF WORK - Consistently demonstrate accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.

TIMELINESS - Complete assignments on or ahead of schedule.

ABILITY TO LEARN NEW DUTIES - Interpret, learn and respond 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 - Demonstrate relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.

INITIATIVE - Ability to originate, develop or create new ideas and take steps to get things done.

PROBLEM SOLVING - Identify and evaluate alternate solutions and selection of the most appropriate course of action.

ATTENDANCE AND PUNCTUALITY - Show daily ability to be at work on time, including being prepared to work on time after breaks, meal periods, and other authorized absences from work

QUALIFICATIONS:

Minimum Qualifications

- High School Diploma or GED
- Experience and/or interest in health care
- Technical competency with computers



- Excellent patient/customer service, communication, and follow-through skills

Desirable Qualifications

- Bilingual in English and Spanish
- BA or college coursework related to healthcare
- Previous experience in a primary care health care setting, especially Medical Records experience

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 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 a temporary, non-exempt, hourly position with a pay range of \$23.00 - \$25.75 per hour, based on education and experience. Temporary positions are not benefits-eligible. However, employee is entitled to 24 hours of Paid Sick Leave and automatic 2% enrollment in the employer sponsored 401K Plan and a 2% retirement match.

APPLICATION PROCESS:

To apply, first 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).