



## **PEDIATRIC DEVELOPMENTAL SCREENER JOB DESCRIPTION**

### **POSITION SUMMARY:**

The Pediatric Developmental Screener (PDS) is a patient-facing role that connects pediatric patients and their families to Outreach and Enrollment, Behavioral Health, Medical, and Case Management services at SCCH and to other community and supportive resources. Screeners collect important and necessary information from pediatric patients and their families in a supportive and culturally appropriate way, through the thoughtful administration of evidence-based screening questionnaires. In a team-based environment, the information prepares the provider for a successful, efficient, and high-quality patient visit. A key aspect of a PDS is familiarity with the community and culture, making patient communication successful, friendly, and welcoming.

**Classification:** Full-time, Hourly, Non-Exempt

**Reports to:** Health Services Director

**Location:** Hybrid; In-Clinic and Remote

**Hours:** Varies; Includes some evening and weekend shifts

**Language Requirements:** Bilingual in English and Spanish

### **CORE JOB RESPONSIBILITIES:**

#### **ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO :**

##### **Job Expertise**

- Performs pediatric screens as part of pediatric team-based primary care, including but not limited to:
  - a. Well Child screenings (Social and Emotional Screen (SE2), Ages and Stages Questionnaire (ASQ3), Modified Checklist for Autism in Toddlers (MCHAT), etc.)
  - b. Family and Basic needs assessments (e.g., housing, nutrition, etc.)
- Assists parents and families with ways to support and augment their children's development;
- Connect patients to internal services and community resources;
- Provide parent education as part of HealthySteps and positive parenting programs, such as Triple P and Circle of Security;
- Serves a dual role as a pediatric development screener and a key member of the Healthy Steps team; including providing Tier 2 family support;
- Participates in Healthy Steps meetings;
- Participates in Healthy Steps trainings as required by the program and as they relate to Screener's professional development;
- May take part in Shared Medical Appointments or groups focused on child development and social and emotional health;



- Works effectively and collaboratively with all other members of the patient care team, including medical providers on both the Family Practice and Pediatrics teams, behavioral health providers, case managers, medicals assistants, RNs, front desk staff, and other clinical services such as chiropractic and acupuncture care teams and leads own screening visits while communicating effectively and in a timely manner with providers and MA teamlets;

#### **Customer Service**

- Provide patient-centered customer service at all times;
- Demonstrate the ability to anticipate patients' needs and to deliver or research relevant services, and respond to patients in a timely, accurate, courteous, respectful and friendly manner;
- Demonstrate initiative, with solutions-oriented approach;
- Have exceptional attention to detail, and follow through;
- Employ a creative, solutions-oriented, approach problem-solving by focusing on patients first.

#### **Communication Skills**

- Oral and written communication is professional, correct, concise, accurate, positive and respectful;
- Understands and employs various methods to communicate according to patient(s) cultural, linguistic and literacy backgrounds;
- Responds to oral and written questions, instructions, and information in a timely and appropriate manner;
- Regularly checks work-related email, chat programs, and voicemail during working hours and communicated daily and weekly screening plans to relevant clinical teams, in a timely manner;

#### **Teamwork/Interpersonal Skills**

- Interactions with others are characterized by respect, fairness, courtesy, diplomacy, honesty, empathy and confidence.
- Screener will be effective in offering support and assistance to others, in obtaining information from others as needed to conduct their work, and in supplying information to others, as relevant to their patients' team-based care needs and in alignment with HIPAA standards.
- Open to participation in constructive criticism and professional improvement conversations and planning – individually and as part of the HealthySteps Team.
- Demonstrate a positive attitude, flexibility and the ability to develop effective relationships.
- Willingness to help others accomplish their tasks using collaborative approaches.

#### **Judgment/Problem Solving**

- Use critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions, including established paths of communication within SCCH.
- Demonstrate good judgment in making decisions



### **Reliability**

- Complete all assigned duties in an accurate, timely and efficient manner.
- Arrive to work on time and maintain consistent attendance.
- Follow instructions and appropriate procedures, as mandated by Supervisor, SCCH policy and the HealthySteps Program.
- Maintain patient confidentiality as required by HIPAA.

## **QUALIFICATIONS**

### **MINIMUM QUALIFICATIONS:**

- Knowledge of Santa Cruz community culture and resources.
- Ability to work cooperatively with other staff and to carry out the stated mission of Santa Cruz Community Health.
- Ability to work at least one evening per week, and some Saturdays as assigned.
- Bilingual in English and Spanish required, bicultural preferred.

### **PREFERRED QUALIFICATIONS:**

- Associate's degree in early childhood education or an AA in another field with at least a year of full-time, professional Early Childhood Education or Development experience; BA in a similar field is recommended, but years of experience in the field may be substituted.
- Experience in a healthcare setting or community healthcare clinic.
- Knowledge of community resources and local systems navigation.

## **WORK CONDITIONS**

The 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 accommodation may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

### **ENVIRONMENT:**

- Approximately 90% of the time performing job duties is spent indoors, within a standard clinic environment.
- Approximately 40% of the time is spent on the computer.
- Approximately 60% of the time is spent interacting with patients and colleagues.
- Noise level in the work environment is usually moderate.
- The temperature of the work environment is moderate and ranges from 65 – 80 degrees.

### **PHYSICAL DEMANDS:**

- **Seldom (1–5%):** smell, drive, and reach above shoulders
- **Occasionally (6-33%):** bend, twist, push, pull, climb, squat, crawl, and kneel
- **Frequently (34-66%):** sit, reach with hands and arms; climb or balance; stand and walk;



grasp with hands and fingers; and lift up to 20 lbs

- **Continuously (67-100%):** use hands to finger, handle or feel objects, tools, or controls; see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus), hear and speak; key (i.e., computer, calculator, telephone); and lift (up to 10 lbs).

**MACHINES, TOOLS, AND EQUIPMENT:**

- **Seldom (1-5%):** automobile
- **Occasionally (6-33%):** copier, fax, and 10-key calculator
- **Frequently (34-66%):** computer
- **Continuously (67-100%):** writing instruments and telephone

**TRAVEL:**

- This job requires minimal travel (1%-5%).

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**SIGNATURE OF APPROVAL:**

Health Services Director: \_\_\_\_\_ Date: \_\_\_\_\_

**EMPLOYEE ACKNOWLEDGMENT & RECEIPT**

I acknowledge that I have received a copy of this job description and have had the opportunity to clarify anything about its content. I have read, understand and can perform the essential functions of the job, either with or without reasonable accommodation. I further understand that in order for the company to retain necessary flexibility to meet organizational needs, this job description may be modified from time to time.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_