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JOB POSTING

Are you a Registered Nurse who is interested in helping patients manage their chronic diseases and live healthier lives? If this sounds like you, we have excellent opportunities available as a primary care nurse at the Holyoke Health Center.

In addition to chronic disease management, our nurse's support our patient's health in a team based approach where nurses conduct their own patient appointments, functioning independently to assess, develop and implement plans of care, work alongside the physician and a team of professionals to support patient care. We offer specialized trainings in areas of diabetes management as well as other chronic disease management training opportunities for growth and learning.

Staff Nurse--full time/part-time- Seeking RN or LPN with previous ambulatory preferred. A degree from an accredited nursing program, a current MA nursing license and CPR certification issued by the American Heart Association ; BLS for Health Care Providers required. **Bilingual (English/Spanish) preferred.**

Clinical Department Manager -Chicopee- Under the general supervision of the site's Clinical Director, supervises and coordinates the activities of nursing and clinical support staff engaged in providing care to patients. Renders direct professional care to clinic patients and maintains clinical knowledge and skills. Ensures continuity and quality of care. Position requires a degree from an accredited nursing program, current nursing license from the Massachusetts Nursing Board of registration and current CPR certification. Position requires a minimum of 3 years of progressively more responsible nursing experience in an ambulatory setting.

Nurse Care Manager -This position is a key member of the collaborative care team which includes the patient's medical and behavioral health providers, responsible for supporting and coordinating the mental and physical health care of assigned patients. As part of an interdisciplinary team, the RN Care Manager serves as a liaison between the hospital, primary care practices and community agencies to ensure patient's needs are met and care delivery is coordinated across the continuum; manages patients with mental health issues who have high rates of behavioral health utilization and/or severe psychosocial vulnerability to achieve optimal clinical outcomes. Performs clinical assessments and develops care plans through telephonic, face-to-face or home visits to identify, evaluate, coordinate and manage the patient's needs including physical and behavioral health, social services and long term services and support. Position requires an RN or LPN degree-certificate in nursing from an accredited program; a current MA nursing license and CPR; Current valid MA drivers' license and reliable automobile required. A minimum of 3-5 years of related experience required; clinical experience in one or more of the following areas preferred: community health, public health, chronic disease management, behavioral health and/or substance abuse or community nursing. Must be able to work compassionately with a diverse population and possess knowledge of relevant community resources.

Controlled Substance Treatment RN (CST) -This position serves as the day to day coordinator for the Holyoke and Chicopee Health Centers CST program. In coordination with clinical managers, provides direct support for nurses who are providing care for patients in the CST program, provides direct patient care in the form of skilled nursing visits and educational sessions for CST patients and their families/support persons. A minimum of 2 years clinical experience is required. A degree from an accredited nursing program, a current MA nursing license and CPR certification issued by the American Heart Association ; BLS for Health Care Providers required; BC Pain Management Certification preferred. Ability to work independently and as a member of the HHC clinical and regional partnership teams is a must Bilingual (English/Spanish) preferred. Basic computer skills, ability to learn and use a data tracking program required. Excellent written and verbal communication skills required; **bilingual English/Spanish preferred.**

Patient Access Services Representative

Responsible for answering all incoming calls to the main telephone switchboard system, Finesse, receives and redirects calls, responds to routine inquires, refers to appropriate sources; takes and transmits messages and transfers calls appropriately per protocol ; schedules, cancels appointments or tasks to appropriate front desk staff if unable to make appointment and other clerical duties as assigned. Must have excellent customer service and maintains professional telephone etiquette at all times and 1-3 years related experience working in a medical and/or dental office setting. Excellent communication skills, both written and verbal and superior customer service required. Working knowledge of switchboard operations, general clerical skills and basic computer knowledge in Windows environment required. **Bilingual (English/Spanish) required.**

Medical Assistant Intern

Holyoke Health Center's comprehensive medical department is seeking a highly motivated and competent Medical Assistant (MA) Intern. No experience needed. Interns are enrolled in an on-line MA training course funded by the health center and provided with on-the-job training in the clinical setting that will support the delivery of high quality and holistic patient centered health care. It is expected that after successfully completing the MA internship, the employee will have the fundamental skills to earn Certified Clinical Medical Assistant (CCMA) credentials and advance to a Certified Medical Assistant position at the health center. Interns are directly supervised by a Medical Assistant Manager. Must be 18 years of age or older. A high school diploma or equivalent required. Desire to achieve skills required of a Medical Assistant. Willingness to learn medical instruments and sterilization methods; understanding of health & safety regulations; motivated and committed to learning new topics; good computer skills; excellent communication and people skills; attention to detail; well-organized and reliable. Collaboration with internal providers and as part of a multi-disciplinary team is essential. Excellent skills in the areas required: critical thinking, problem identification and resolution, excellent negotiation skills with providers and others to ensure patients receive appropriate and timely care, ability to perform multiple tasks in an organized manner. Patient education and program coordination skills helpful. Previous electronic health record system experience helpful, preferably with Epic; proficient knowledge of Microsoft Office applications including Word, Excel and Power Point. **Bilingual (English/Spanish) required.**

Medical Assistant I -The Medical Assistant I is expected to deliver high quality patient centered care. Tasks to be performed include both clinical and clerical duties that will support the delivery of holistic health care. Greet and escort patients to exam room and prepare patient for provider evaluation and treatment; performs routine clerical duties including answering the telephone, greeting patients, taking and relaying accurate messages, filing and retrieving medical records, scheduling appointments while adhering to the principles of patient confidentiality and privacy; documents in electronic clinical record as outlined in documentation policy and performs other related duties. A high school diploma or equivalent required. Current CPR required. Candidates must be 18 years of age or older. A minimum of 1 year of experience working as a medical assistant or certified nursing assistant, preferably in an ambulatory setting. Must have an understanding of health & safety regulations; motivated and committed to learning new topics; good computer skills; excellent communication and people skills; attention to detail; well-organized and reliable. Collaboration with internal providers and as part of a multi-disciplinary team is essential. Excellent skills in the areas required: critical thinking, problem identification and resolution, excellent negotiation skills with providers and others to ensure patients receive appropriate and timely care, ability to perform multiple tasks in an organized manner. Patient education and program coordination skills helpful. Previous electronic health record system experience helpful, preferably with Epic; proficient knowledge of Microsoft Office applications including Word, Excel and Power Point. **Bilingual English/Spanish required.**

Medical Assistant II- A graduate of an accredited CMA program, current CMA or RMA certificate and CPR certification issued by the American Heart Association; BLS for Health Care Providers required. Previous experience working in an ambulatory healthcare setting preferred. Excellent customer service and communication skills (verbal/written) and the ability to be flexible with work assignments including working on other teams and between sites required. **Bilingual English/Spanish required.**

RN-Office Based Addiction Treatment

The unique nurse led model of our OBAT program focuses on building relationships with OBAT patients and providing extensive education, case management and support. Our OBAT program partners with Recovery Coaches and Behavioral Health Clinicians to provide education support and navigation to patients in between group sessions, visits with the OBAT nurses, and other scheduled appointments. This model has proven to be highly effective in increasing capacity and access, which is a high priority for HHC. The OBAT program is co-located with a collaborative team from different departments, such as HIV counseling and testing, HIV case management, and Hepatitis C treatment, which facilitates easy referrals and increased access between programs. The OBAT registered nurse for the Center for Recovery and Support plays an important leadership role within a team of healthcare providers supporting complex patients. This team based approach places special emphasis on medication adherence, health promotion, and harm reduction. The nurse is responsible for developing treatment plans, facilitating access to state-of-the-art care, and making referrals to necessary community resources. This position requires autonomy as the nurse sees patients independently and manages Office Based Addiction Treatment sessions. At least 3 years of professional nursing experience with at least 1 year experience working with patients with addiction, Hepatitis C, HIV, or related experience with similar patient populations is preferred. A current MA RN license and CPR certification are required. The ability to work independently and as a member of the team, excellent written and verbal communication skills, and computer skills are also required. Bicultural/Bilingual (English/Spanish) is strongly preferred.

LPN - Clinical Documentation Specialist – This position facilitates the improvement in the overall quality, completeness and accuracy of clinical forms documentation. Facilitates and obtains appropriate provider documentation from the Electronic Health Record for the accurate and completion of Forms received by the Health Information Department. Coordinates correspondence and other documents for provider review; educates members of the clinical care team regarding documentation guidelines as needed regarding forms completion; completes forms in 7-10 Business Days or notify patients when there is a delay in processing due to Provider availability. Works collaboratively with HIM and clinical staff to improve the quality of form completion. Accurately interprets clinical information in the medical record for forms or correspondence completion. This includes CPT codes, Diagnosis codes. Acts as a liaison with Patients regarding form completion and attempts to meet patient’s timelines and assists Providers to meet Patient Needs with form completion as able. A degree from an accredited Licensed Practical Nursing Program, current license from the Massachusetts State Board of Registration and current CPR required. A minimum of 1-3 years of experience working as an LPN, preferably in an ambulatory environment. Excellent communication skills (verbal/written) and strong organizational, problem solving and management skills required. Must have excellent critical thinking and complex decision-making skills required. Ability to navigate and retrieve data from the electronic health record required; knowledge of clinical documentation improvement, coding and clinical chart review preferred. Excellent communication (verbal/written) and strong organizational skills required. Must be Self-directed, motivated to function independently and flexible in work assignments necessary.

Prior Authorization Specialist - This position serves as the primary liaison between patients, providers and care teams and is responsible for screening prior-authorization and coordination of specialized services requests, including a broad range of requests for inpatient, outpatient and ancillary services. Position requires a high school diploma or equivalent, 1-3 years’ experience working in a clinical ambulatory environment and medical terminology knowledge required. Previous prior authorization experience preferred.

Referral Specialist - This position schedules referral appointments, performs related clerical and data entry work. The position requires a high school diploma or equivalent, 1-3 years’ experience working in a clinical ambulatory environment and medical terminology knowledge required. Previous prior authorization experience preferred.

Front Desk Receptionist / Medical-The receptionist is responsible for answering phones and directing incoming calls in a courteous manner, schedules patient appointments, greets patients, registers patients and verifies information in NextGen, obtains and verifies insurance information and performs related clerical support duties. A high school diploma or equivalent required, 2 years of related experience preferred, must have exceptional customer service and communication skills (verbal/written). **Bilingual (English/Spanish) required.**

Front Desk Receptionist / Medical- Chicopee-The receptionist is responsible for answering phones and directing incoming calls in a courteous manner, schedules patient appointments, greets patients, registers patients and verifies information in NextGen, obtains and verifies insurance information and performs related clerical support duties. A high school diploma or equivalent required, 2 years of related experience preferred, must have exceptional customer service and communication skills (verbal/written). **Bilingual (English/Spanish) required.**

Community Health Worker (CHW) - full-time -The CHW will be responsible for helping patients and their families to navigate and access community services to promote and adopt healthy behaviors. The CHW supports the providers and RN Care Manager’s through an integrated approach to care management and community outreach. As a priority, activity will promote, maintain and improve the health of patients and their families; provides ongoing follow-up, basic motivational interviewing and goal setting with patients/families. Works closely with medical providers to ensure that patients have comprehensive and coordinated care; provide social support, advocate for individuals and community health needs, and provide services such as community outreach, home visits, health screenings and engagement activities. Bilingual (English/Spanish) with excellent communication skills required. A high school diploma or equivalent required. A current MA driver’s license with reliable transportation required. CHW and or medical assistant certification preferred. Must have the ability to work effectively both independently and collaboratively within a team environment and be self –motivated. Previous experience working with databases and good computers skills through working knowledge of Windows, internet, Microsoft Outlook, Excel. Must be accurate and detail oriented, possess strong organizational and time management skills. Excellent communication skills (verbal/written) required in English and Spanish. Medical terminology strongly preferred. Ability and willingness to

recognize clients with severe problems, reports concerns to appropriate clinicians/providers and refers to appropriate professionals and resources. Experience working with community groups.

Financial Counselor-The Financial Counselor/Certified Application Counselor is responsible for assisting patients with insurance issues as they pertain to programs and services offered within the Health Center. This position plays a key role in assisting patients through the insurance process establishing their eligibility for insurance coverage. This position acts as a liaison with insurance companies in areas relating to insurance eligibility for patients, providing guidance and facilitating access to vital financial programs and services within the Health Center. Assists front desk staff as needed to verify patient insurance coverage with third-party payers, ensures the integrity of all data collected at time of service to ensure accurate patient identification / benefits information. Certification required within the first 6 months of hire. Once certified, this position is responsible for completing, tracking and processing accurate information of Masshealth applications in a timely manner. Must have knowledge of insurance/third party billing/managed care environment. Excellent customer service skills to serve both our internal and external customers is required. Candidates must have excellent oral and written communication skills with ability to work independently and within a team environment required; strong attention to detail and strong analytical and problem resolution abilities required. Competent utilizing Microsoft office, e.g. Excel, Word, Outlook. **Bilingual (English-Spanish) required.**

Pharmacy Clerk – Full Time -Responsibilities include assisting all patients and customers providing excellent customer service in a fast paced environment. Performs sales, ordering, marketing, merchandising, inventory control duties and assists other pharmacy staff members with various related duties. Candidates must be detail oriented with excellent customer service and critical thinking skills. Must be available to work between the hours of 8-6 and have a valid MA driver's license to travel between Holyoke and Chicopee sites. **Bilingual (English/Spanish) required.**

Faculty-Pediatric Dental Department

Provides clinical oversight, dental knowledge and support to all pediatric dental residents throughout their 2 year rotation. Administers, directs, and coordinates a program of high quality pediatric primary and preventative dental care for the pediatric patients at the Holyoke Health Center. Responsibilities include, but are not limited to assisting in coordination of the curriculum for pediatric dentistry residency program, including didactic and clinical components, seminars and research, supervise and provide direct patient care and clinical teaching in the clinic and in the hospital operating room, works closely with the Associate Chief Dental Program Officer (ACDPO) to facilitate and ensure consistency in clinical education and evaluation of the residents assigned to the Holyoke Health Center, mentors pediatric dental residents and supervises their clinical education and community service activities, works closely with management staff to identify solutions to local access to healthcare needs and coordinating community/regional outreach and health program and serves as an ambassador for HHC while actively participating in local community/regional programs and events. The position requires a DDS or DMD degree or equivalent and a certificate from a CODA-accredited graduate pediatric dentistry program. Candidates must be eligible for unrestricted licensure in the Commonwealth of Massachusetts, board-certified in Pediatric Dentistry. Previous teaching experience or related high-quality scholarly activity and previous clinical experience strongly preferred.

Dental Hygienist- the Dental Hygienist is a member of the clinical practice team working collaboratively with other team members in providing patient care. Responsibilities include cleaning and polishing teeth, instructing patients in good oral hygiene habits and after care for dental treatment rendered, and providing other preventative dental care, and work chairside as needed. A degree from an accredited dental hygiene program with a current MA license and CPR. **Bilingual (English/Spanish) helpful.**

Front Desk Receptionist- Dental -The receptionist is responsible for the daily non-clinical operations of their assigned office including patient satisfaction, answering phones and directing incoming call in a courteous manner, scheduling patient appointments, and other business related functions as delegated by supervisor. Must be comfortable using an electronic dental record and Microsoft Office Suite (Outlook, Word etc.) A high school diploma or equivalent required. Bilingual (English/Spanish) required.

APRN-Psychiatric – The Psychiatric Nurse Practitioner’s primary role in the Behavioral Health Department is to provide psychiatric evaluations, assessments, psychopharmacological evaluations, psychiatric medication management and consultations. The APRN Provider will serve as an integral part of our interdisciplinary primary care and behavioral health integration team. This position provides direct patient care to children and adults; performs assessments and physical examinations, coordinates patient care including multidisciplinary case conferences, crisis intervention, treatment plans and other related medical care. Serves as a patient advocate to ensure that patients and their family members’ needs are incorporated into the plan of care; coordinates and fosters collaborations with community agencies and hospitals in the care, treatment and services of patients. Advanced Practice Nursing Degree from an accredited school with specialization in psychiatric/mental health nursing required. Current DEA and Massachusetts Controlled Substance Licenses and current CPR Certification required. At least 3 years’ experience treating a variety of psychiatric disorders required, preferably in a community health/outpatient clinic environment. Ability to work with integrated medical, clinical and support staff on behalf of patients. Demonstrated understanding of medical and clinical practices and procedures. Demonstrated understanding of the agency’s role in the community and the ability to appropriately represent the agency. The ability to effectively organize time and responsibilities. The ability to communicate effectively both orally and in writing.

Help Desk Technician-Seeking an experienced and motivated Helpdesk Technician **with some system administration** experience to work in the Information Technology department helping to maintain HHC’s infrastructure services work to further enhance the user experience and meeting the business needs. The Helpdesk Technician role represents a unique opportunity for the right person to gain valuable experience across the IT spectrum working in a professional team environment. The ideal candidate must possess a professional demeanor and be self-motivated. Most importantly, the candidate must have a strong desire to learn and an interest in pursuing a career in the related field. Responsibilities include, but are not limited to:

- Serve as the first point of contact for customers seeking technical assistance over ticketing system, email, or phone.
- Perform onsite/remote troubleshooting through diagnostic techniques and pertinent questions
- Responsible for maintaining and enhancement of various infrastructure hardware
- Record events and problems and their resolution in logs
- Document steps of resolutions and configuration steps in company knowledge base area for future reference
- Responsible for new hire and existing user hardware setup including laptops, tablets, and all peripherals
- Responsible for software application research and deployment
- Assist in the maintenance of HHC’s intranet
- Assist with IT infrastructure related requests

An associate’s or bachelor’s degree in a related field with 3-5 years of experience as a helpdesk technician in a hybrid environment required. Good written and verbal communication skills, profession-level knowledge of Microsoft Office suite. Previous experience working with EPIC in a healthcare environment preferred. Must have expertise with Windows Server 2012/2016 and Windows 10/11, virtualization experience with VMware, experience configuring, deploying, and supporting. Cisco switches, routers, and firewalls, a demonstrated desire and ability to remain current with new technologies, ability to work independently and on a team, strong verbal and written communications skills, including the ability to write high quality documentation for technical and non-technical audiences, a drivers’ license and reliable transportation for occasional visits to our remote sites around Western MA, availability to provide 24x7 support for critical issues and planned off-hours maintenance. Some knowledge of MCSE/MCITP, CCNA/CCNP, Cisco Communications Manager VoIP; Aruba wireless infrastructure, SQL Server 2012/2016, SharePoint, IIS, Exchange 2013.

Accounts Payable Clerk- part-time -10 hrs/week-Responsibilities include processing invoices and assisting internal staff with accounts payable needs. A high school diploma or equivalent required. Previous accounts payable experience preferred. Detailed-oriented, good with basic math Able to work in a team environment. Ability to work independently, strong verbal and written communication skills, mathematical accuracy, and the ability to work as a team player required.

Custodian

Responsible for general cleaning and facility maintenance. Must have the ability to perform routine, basic building maintenance functions including, but not limited to changing light bulbs and filters, routine painting and minor electrical, plumbing and carpentry repairs. Position requires the ability to travel between HHC sites, a high school diploma or equivalent, a valid MA driver's license, previous experience working in a maintenance capacity (preferably a healthcare environment). Must be highly motivated and have the ability to work independently. **Physical Requirements:** Must be able to lift and move objects up to 75 pounds consistently with heavier weight necessary at times. Must work flexible schedules; Hours: 1:00pm-9:00pm., rotating on call schedule; must be available for weekends and holidays. **Bilingual (English/Spanish) required.**

Safety and Security Coordinator -will help to ensure the ongoing safety of employees, patients, visitors, and vendors of HHC by using communication skills, de-escalation skills, and providing resources to those in need. Assists in the coordination and implementation of safety initiatives for the Holyoke Health Center (HHC). Promotes a culture of safety throughout the organization. Independently manages a range of tasks with the highest level of customer service and confidentiality. Maintains knowledge of applicable local, state, and federal regulations regarding safety and other regulatory programs. Candidate must have a high school diploma or GED. Candidate must be able to complete and show competence in in-house de-escalation training, within three months of hire. Position requires an individual capable of de-escalating high-intensity situations. Candidate must have excellent written and verbal communication skills and be able to communicate effectively with staff, patients, and outside agencies. High level problem-solving and critical thinking skills are required. Ability to function independently and provide education and resources to the organization is essential.

Marketing and Communications Intern

The Marketing and Communications Intern is responsible for assisting with the creation of digital and print media content, internal and external communications, health center events, and facility signage. This position works to support community awareness of the Health Center, and ultimately works to build on increasing the service utilization and driving some of the organization strategic initiatives. Familiarity with social media strategies and platforms; experience with content creation is a plus, even if not professionally; excellent verbal and written communication skills; must have a passion for marketing; must be accurate and detail-oriented, must possess strong organizational and time management skills; comprehensive knowledge of Microsoft Office applications including Word, Excel, Power Point, Publisher, as well as a range of Adobe applications such as Photoshop, Illustrator and more; Familiarity with video editing. A High School degree or equivalent with classes in Marketing, English, Communications, or related field.

If you are interested in applying for a posted position, please forward a resume/application to: Human Resource Dept., Attn: Teresa Lavelle, 230 Maple Street, P.O. Box 6260 Holyoke, MA 01041. Posted April 19, 2024.