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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** - 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.**

**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.**

**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.**

**Nurse Case Manager for HIV, HEP C and Addiction** -The position of the Nurse Case Manager within HIV Program will be responsible to play a vital role within the multidisciplinary team supporting patients living with addiction, HIV/AIDS and /or Hepatitis C with special emphasis on medication adherence, health promotion, harm reduction, referrals to necessary community resources, developing treatment plans and facilitating access to state- of- the- art care. Provide direct patient care in the form of skilled nursing visits and educational sessions for patients and their families/support persons. Position requires current Massachusetts Nursing Board of Registration License, CARN and or ACRN preferred. A minimum of 2 years professional nursing experience working with similar patient populations preferred. A current MA RN license and CPR are required. Bilingual (English/Spanish) is strongly preferred. Ability to work independently and as a member of the HHC clinical teams. Excellent written and verbal communication skills. Basic computer skills, ability to learn and use a data tracking program. Bilingual (English/Spanish) preferred.

#### **HIV Program Manager**

The HIV Program Manager is responsible for the day to day coordination of the Holyoke Health Center's (HHC) HIV/AIDS services including: The Ryan White Part C program, the Massachusetts Department of Public Health, Bureau of Infectious Disease (BID), Office of HIV/AIDS (OHA), Health Promotion and Disease Prevention Services including HIV ARCH services and Prevention services with Counseling and Testing. Supervises and directs data collection, management, analysis and reporting to state and federal agencies on a regular basis. Directs and supervises assigned personnel in the HIV Department including staff working in ARCH and Counseling and Testing programs. Assigns, checks and reviews quality of work performed. Resolves employee grievances and disciplinary problems within limits of own position's responsibilities. Makes effective recommendations and takes responsibilities for assigned employee hiring, orientation and training, promotion and other similar personnel action recommendations. Prepares annual employee performance evaluations for assigned personnel. Bachelor's Degree in Public Health, Public Administration or a health related field, or equivalent experience preferred. A minimum of 3 years health care experience preferred. Intermediate or higher level of proficiency in Microsoft Office suite including Excel, Word, and PowerPoint helpful. A minimum 3 years' experience required in a community/public health, ambulatory care or critical care setting. Grant writing/grant management experience preferred; 1 year's supervisory experience preferred; HIV direct care experience preferred; computer literacy required.

**Clinical Care Coordinator** - The Clinical Care Coordinator, will function as a patient advocate in the team based model of care. Will assist in developing and maintaining positive relationships with patients and families by providing ongoing support in conjunction with the primary team. The coordinator will work closely with primary care providers, clinic staff, and health team members to help ensure optimal quality health care as it relates to improving patient health outcomes. The coordinator is responsible for establishing a connection with the patient following a hospitalization. Responsible for scheduling of appointments, obtaining necessary discharge documentation and updating as appropriate. The Care Coordinator participates in telephonic community outreach as determined by the organization's needs and completes routine screenings prior to a patient's scheduled visit with a provider. Bilingual (English/Spanish) with excellent communication skills required. 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.

#### **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.**

**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.**

**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.

**Dental Assistant Supervisor** - This position is responsible for ensuring effective clinical and dental provider support to achieve optimal quality care by overseeing dental clinical support staff and enforcing practice policies and procedures for all dental sites and programs. Supervises and directs the work of dental clinical support staff which includes On-the-Job Training Dental Assistants (OJTDA), Dental Assistants, and Dental Assistant leads; creates work schedules in line with clinic and provider needs, approves/denies time off requests based on staffing needs and/or employees available benefit time. Serves as back up for approving employee's hours in the electronic timekeeping system when needed; provides training, feedback, development, and mentorship to the dental clinical support staff including the onboarding of newly hired dental clinical support staff. Participates and advises in personnel matters of assigned staff including recruiting, hiring and corrective action; provides feedback to be used in introductory and annual performance reviews and other related duties. A high school diploma or equivalent required; completion of an accredited dental assisting program and a current MA dental license required. Must have 3-5 years of experience working in a dental office as a supervisor or lead role. Previous experience working as a dental assistant required and front desk strongly preferred. Excellent communication and customer service skills, internal and external required along with demonstrated leadership skills; must be a self-starter with the ability to work well as part of a team. The position requires the ability to take initiative, exhibits good judgment with excellent decision making and organizational skills; maintains a professional manner at all times attending to patients, customers and co-workers; ability to maintain confidentiality at all times while handling a high volume of sensitive information; dependable, punctual, professional and efficient in all work-related duties. Position requires knowledge of basic computer and experience performing data entry duties

**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.**

**Custodian-Part time** -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, rotating on call schedule; must be available for weekends and holidays. **Bilingual (English/Spanish) required.**

**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 November 8, 2024.**