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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 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.**

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.**

CRS 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.

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.**

Health Information Specialist –Front Desk - Full-time – Responsible for maintaining and organizing the electronic health record (EHR), scanning and filing of information into the EHR and other related clerical duties. Must have the ability to handle highly confidential and sensitive information and familiarity with medical terminology strongly preferred. Must work well in a team environment, have excellent organizational and communication skills (verbal and written), possess excellent customer service skills, basic computer skills and work well in a fast-paced environment. 1-2 years previous experience working in a Health Information Department accepted; previous clerical experience in a medical environment and familiarity with a patient record. **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.

Pharmacy Clerk – Full Time / Per Diem -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.**

Grants Manager-This position is responsible for researching, developing, and writing proposals, grant applications and solicitations, from federal, state and private funders to secure funding for program support and capital projects. In addition to exceptional writing ability, this position collaborates with multiple internal and external stakeholders on data analysis and research for needs assessments and other complex duties with a high degree of independence. Other related duties include the preparation of cost projections/budget development and submitting timely and accurate progress reports for grant funded projects. Strong project management and communication skills required. Must have the ability to understand the mission and needs of HHC and the organization that is offering the grant funding. Must have a working knowledge of federal and state regulations regarding fiscal management of funds for budget development. A high level of computer literacy and experience using online databases and other sources to locate demographic, financial, and philanthropic information. The ability to exercise independent judgement to plan and prioritize a diverse workload and manage and track multiple projects and deadlines simultaneously essential. A BA/BS in journalism, public health or related field with relevant experience in development, grant writing, project management, and prospect research required. Must have 5+ years of experience in grant proposal development, program design, needs assessment, and grant writing for federal, state, and local funders required. Strong data analytics and research ability with track record crafting needs assessments and doing basic data analysis to support applications. Excellent writing, analytical, and research skills are essential. Must have a demonstrated ability to develop funding proposals and reports in a concise and compelling manner and a track record of successful large-scale grant applications funded 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 December 13, 2024.