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JOB POSTING

Medical Assistant -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.** *Salary range: \$20/hr - \$28.50/hr*

Pharmacist - full time – Seeking an energetic individual to join our team in a fast-paced, high volume **RETAIL** pharmacy located within our Federally Qualified Health Center. Work in a mission driven setting that focuses on providing the optimal in patient care. The pharmacist dispenses medications prescribed by health center or outpatient physicians and other healthcare and dental practitioners and provides information to patients about medications and their use. The pharmacist works closely with the patient and practitioner and may advise on the selection, dosages, interactions and side effects of medications; counsels patient and answers questions regarding side effects or interactions among various drugs. As a pharmacist in a supervisory role, must possess excellent written/oral communication to provide oversight and direction to lead a diverse and hard- working staff. Candidate must be a graduate of an accredited school of pharmacy with an active MA license. The candidate must obtain certification for BLS CPR, immunizations, emergency contraception, and naloxone and have the ability to use the Prescription Monitoring Program. Previous experience in retail pharmacy operations preferred. Bilingual (English/Spanish) helpful. *\$56/hr-76/hr*

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.** *\$16.00/hr - \$20.50/hr*

Certified Pharmacy Technician

Candidates must be registered in Massachusetts as a pharmacy technician as well as national certification (CPhT); high school diploma or equivalent required and an associate's degree in related field preferred; advanced certifications and/or the willingness to gain additional skills strongly preferred. 1-3 years' experience of retail/pharmacy operations and products required. Candidates must have excellent customer service skills, critical thinking skills, decisive judgment and the ability to work with in a fast-paced environment. The ability to travel between Holyoke and Chicopee sites required. **Bilingual (English/Spanish) helpful and strongly preferred.** *Salary range: \$20/hr-\$27/hr*

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.** *\$18/hr - \$28/hr*

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. *\$40/hr-\$50/hr*

General Dentist Associate -Seeking a General Dentist to join our team in providing oral health services to our patients. In this role you will perform routine preventative and maintenance dentistry, as well as complex treatments for advanced oral diseases and injuries of teeth and gums. This Dentist will provide emergency dental services, including diagnosis and treatment plans, general restorative procedures, crown and bridge construction, removable prosthetics, uncomplicated endodontics, minor oral surgery and initiate/interpret radiographs. In addition, the dentist will administer and prescribe anesthetics and medications, provide patient education and provide supervision to Dental Hygienist(s) and Dental Resident(s) as assigned. The position requires DDS or DMD degree or equivalent and an unrestricted MA license. *\$140,000-180,000/year*

Registered Dental Assistant –(2 positions) Responsibilities include preparing patients for dental procedures, including recording medical/dental histories and vital signs, four-handed dental assisting techniques and procedures for all phases of general dentistry, infection control compliance, and exposing high-quality digital radiographs. Skill in providing excellent customer service and support; ability to work as a team player. Position requires a current MA dental assistant registration, x-ray certification, computer literacy, CPR certification issued by the American Heart Association; BLS for Health Care Providers required, successful completion of an accredited dental assisting program preferred. *\$21/hr- \$30/hr*

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.** *\$18/hr-\$27/hr*

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.** *\$18/hr-\$27/hr*

Interim RN Clinical Support Manager (July, 2026 through January 2027)

Reporting to the Director of Clinical Excellence, supervises and coordinates the activities of nursing 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. Tasks to be performed include both clinical and clerical duties. Position requires a degree from an accredited nursing program, a current nursing license from the Massachusetts Board of Registration in Nursing, and current CPR certification. The position requires a minimum of 3 years of progressively more responsible nursing experience in an ambulatory setting.

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.** *Salary range: \$18/hr - \$27.50/hr*

Community Health Worker (CHW)

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), a current MA driver's license with reliable transportation and a high school diploma or equivalent required. CHW and or medical assistant certification preferred. Previous experience working as a CHW and/or medical assistant 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. \$20/hr-\$26/hr*

Central Supply Coordinator

The Central Supply Coordinator is responsible for the oversight, procurement, storage, distribution, and inventory control of all medical, dental, and office supplies across Holyoke Health Center, Inc. This position supports the health center's mission by ensuring timely access to essential supplies needed to deliver high-quality, patient-centered care. The reports directly to the Chief Finance Officer and works in partnership with the Director of Clinical Systems. The Central Supply Coordinator plays a critical role in operational efficiency, cost containment, and regulatory compliance.

- Oversee centralized inventory operations for medical, dental, and office supplies across all departments and sites
- Maintain accurate inventory levels through routine monitoring, cycle counts, and reconciliation processes
- Develop and implement inventory control systems to minimize waste, loss, and stockouts
- Coordinate purchasing activities, including vendor selection, order placement, and invoice verification
- Receive supply shipments, inspecting incoming orders for accuracy and quality

- Facilitate vendor returns, including securing return authorization, boxing items, creating shipping labels, and maintaining detailed records of outgoing shipments
- Distribute supplies efficiently to clinical and administrative departments based on operational needs
- Track and manage expiration dates, lot numbers, and recalls as applicable
- Maintain organized and secure storage areas in accordance with regulatory and accreditation requirements (e.g., HRSA, Joint Commission, DPH)
- Prepare reports on inventory usage, costs, discrepancies, and trends for leadership review
- Support with conducting audits, inspections, and compliance reviews related to inventory and supply management

High school diploma or equivalent required; AS-BA degree in a related field preferred, valid driver's license required, experience in warehouse, supply chain, or inventory management preferred, experience in a healthcare setting, particularly an FQHC or ambulatory care environment, preferred.

Must have strong organizational and inventory management skills with attention to detail, proficiency in computer systems, including inventory management software and Microsoft Office applications, ability to analyze inventory data and identify trends or discrepancies, effective communication skills, both verbal and written, ability to prioritize tasks and manage multiple responsibilities in a fast-paced environment, knowledge of basic purchasing and vendor management practices, understanding of healthcare regulatory requirements related to the storage and handling of medical supplies is preferred. \$22/hr-\$26/hr

Clinical Director –

The Clinical Director is responsible for leading our clinical team, providing strategic leadership and oversight of clinical operations and patient care delivery across the Health Center's Holyoke and Chicopee locations. The ideal candidate will possess extensive experience in healthcare management, strong team leadership, and a strong commitment to providing exceptional patient care. This role partners with providers, nurses, medical assistants, and clinical support teams—along with health center leadership across quality, compliance, education, and finance—to ensure the consistent delivery of high-quality, patient-centered care that meets regulatory and accreditation standards. This position oversees clinical operations, ensures compliance with healthcare regulations, and fosters a collaborative environment dedicated to innovative treatment approaches. This role offers an opportunity to influence clinical practices positively while supporting staff development and patient outcomes. The Clinical Director plays a key role in shaping clinical strategy, monitoring departmental performance, supporting staff development, and driving continuous improvement in clinical outcomes and patient satisfaction.

Duties

- Participates as part of the senior management team in strategic and annual planning activities of the Health Center. Develop and implement clinical strategies to improve patient care outcomes, efficiency, and service delivery.
- Work closely with other departments and leadership to align clinical goals with the health center's overall mission.

- Establishes expectations, including goals, objectives, and performance standards, based on identified clinical operational needs. In collaboration with managers and clinical leaders monitors and evaluates departmental performance and takes corrective action as required.
- Collaborates with the CMO, COO, and CFO during the annual budgeting process to ensure resources are allocated effectively to support clinical excellence initiatives.
- Partners with the Quality team and Director of Compliance to develop and implement quality assurance standards that ensure high-quality patient care.
- Collaborates with the COO and the clinical management team to support the training and professional development of clinical staff to ensure they stay current with healthcare trends, practices, and technologies.

Requirements: Position requires a degree from an accredited nursing program, a current nursing license from the Massachusetts Nursing Board of Registration, and current CPR certification. A minimum of five (5) years of clinical nursing experience in an ambulatory care setting in a Federally Qualified Health Center is preferred. At least three (3) years of management experience 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 01040.
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