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JOB POSTING

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.**
Salary range: \$32/hr - \$45/hr

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, are required. **Bilingual English/Spanish required.** *Salary range: \$20/hr - \$28.50/hr*

Medical Assistant-Center for Support and Recovery - Under the direction of the Center for Recovery and Support Director, the medical assistant is expected to deliver high-quality patient-centered care. Tasks to be performed include both clinical and clerical duties that support the delivery of Medication-Assisted Treatment, HIV, and Hep C care. A high school diploma or equivalent, graduation from an accredited Medical Assistant program, a current RMA or CMA certification, and CPR certification are required. *\$20/hr - \$28.50/hr*

Prior Authorization Specialist -1 positions- 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. Previous prior authorization experience preferred. *Salary range: \$20/hr - \$26/hr*

Medical Billing Specialist- This position requires medical billing experience performing ICD-10, patient collections and other related duties. A high school diploma or equivalent required. Must be a strong team player with excellent communication (verbal and written) and analytical skills. Experience with Epic/Wisdom software helpful. At least 1 year of medical billing experience required. *\$21/hr - \$28/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*

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 serves as a liaison with insurance companies regarding patient insurance eligibility, 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, the ability to work independently and within a team environment, and strong attention to detail, analytical, and problem-resolution abilities. Competent utilizing Microsoft office, e.g. Excel, Word, Outlook. **Bilingual (English-Spanish) required. \$22/hr-\$27/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 aftercare for dental treatment rendered, providing other preventative dental care, and working 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*

Behavioral Health Clinician- This position works with patients who have behavioral health conditions and focuses on social determinants that impact health outcomes. Essential functions include crisis and behavioral health interventions, connection to social and community services, and follow up to improve the patient experience, health outcomes and streamlining of services. The behavioral health clinician builds caring relationships with target population to promote positive health and social service outcomes, works with patients who have behavioral health conditions and focuses on social determinants that impact health outcomes. Develop and implement treatment plans based on clinical experience and knowledge; collaborate with a multidisciplinary team to perform clinical assessments and develop treatment plans and goals that are strength-based, solution-oriented. Ensures implementation of the treatment plan with all providers. Participates in case conferences, staffing meetings, treatment teams and other consultation meetings, as directed by supervisor and as needed to ensure a successful treatment plan. A Master's Degree in social work or related clinical healthcare field and CPR certification issued by the American Heart Association required. Experience in an ambulatory setting is preferred. Minimum of one to two years of relevant clinical experience and experience working with all age categories (children, adolescents, and adults). The successful candidate must be a self-starter, capable of working in a team-based approach model, highly motivated, and able to respond

to same-day visits and/or crisis. Organizational skills and comfort working in a team-based, collaborative setting are a requirement. Bilingual in English and Spanish required. Effective oral and verbal communication skills with staff and patients. *\$31/hr - \$40/hr.*

Licensed Behavioral Health Clinician- Seeking a Licensed Behavioral Health Clinician to join our integrated care team. The clinician will provide behavioral health assessment, treatment, and supportive services to patients across the lifespan, working collaboratively with primary care and other care team members.

Key Responsibilities:

- Provide individual and/or family behavioral health counseling and psychotherapy.
- Conduct assessments and develop individualized treatment plans.
- Collaborate with medical providers and interdisciplinary care teams.
- Maintain timely and accurate clinical documentation.
- Connect patients with appropriate community resources and higher levels of care when needed.

Qualifications: Master's degree in Social Work, Counseling, Psychology, or a related field; current Massachusetts independent clinical license (LICSW, LMHC, LMFT, or equivalent); experience providing behavioral health services in a clinical or community-based setting; strong communication, collaboration, and organizational skills; previous experience in an ambulatory setting preferred; a minimum of two years of relevant clinical experience, working with all age categories; must have the ability to work effectively in an integrated team-based approach model; must have excellent verbal and written communication skills with staff and patients; proficiency with Word, Excel, Outlook and Electronic Health Records required. Bilingual (English/Spanish) required. *\$34/hr - \$43/hr.*

Patient Access Services Representative- Responsible for answering all incoming calls to the main telephone switchboard system, Finesse, receives and redirects calls, responds to routine inquiries, 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*

RN 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 a BA/AS 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. *Salary range: \$32/hr - \$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*

Safety and Security Coordinator – This position will help ensure the ongoing safety of employees, patients, visitors, and vendors of the Chicopee Health Center 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 Chicopee Health Center. 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. This position requires availability to work rotating extended and weekend hours at the Holyoke site. \$17.50/hr-\$25/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. This position reports directly to the Director of Health Operations. 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

Physical Requirements:

Mobility to work in a typical office-clinical setting, use standard office equipment and to drive a motor vehicle in order to visit various locations; stamina to sit, stand, and walk for extended periods of time; agility and strength to exert 50 pounds of force occasionally, and/or up to 25 pounds of force frequently, and/or negligible amount of force constantly to move/carry objects; vision to read printed materials and a computer screen; and hearing and speech to communicate in person or over the telephone. 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

Nutritionist

We are seeking a compassionate, bilingual (English/Spanish) Nutritionist to join our multidisciplinary care team. In this role, you will provide culturally competent, patient-centered nutrition counseling and education to patients of all ages — from pediatric to geriatric populations — helping them manage chronic conditions, improve overall wellness, and achieve their health goals. This position requires fluency in both English and Spanish to ensure equitable access to care for our Spanish-speaking patients.

Key Responsibilities:

- Conduct comprehensive nutrition assessments for patients across the lifespan, including pediatric, adult, prenatal/postpartum, and geriatric populations.
- Develop and implement individualized, culturally relevant nutrition care plans in collaboration with physicians, nurses, behavioral health staff, and care coordinators.
- Provide medical nutrition therapy (MNT) for chronic conditions such as diabetes, hypertension, obesity, and cardiovascular disease.
- Deliver one-on-one and group nutrition counseling in both English and Spanish, adapting materials and approaches to patients' cultural backgrounds, health literacy levels, and dietary practices.
- Document patient encounters, assessments, and progress in the electronic health record (EHR) in accordance with payer requirements.
- Facilitate group education sessions on nutrition topics relevant to our patient population,
- Participate in interdisciplinary case conferences and care team huddles.
- Support community outreach, health fairs, and wellness programs, particularly those serving Spanish-speaking and underserved populations.
- Stay current on evidence-based nutrition guidelines and culturally specific dietary considerations relevant to the patient population served.
- Work collaboratively with other Health Center staff in meeting The Joint Commission and other regulatory and/or funding requirements.
- Assist with grant reporting and program evaluation metrics as needed. **Qualifications:**

Required:

- Bachelor's or Master's degree in Nutrition, Dietetics from an accredited program and a current MA Nutritionist license/Registered Dietitian credential required.
- Fluent in both English and Spanish (verbal and written), with the ability to conduct clinical counseling and produce patient materials in both languages
- Demonstrated experience or strong interest in providing care to diverse, multicultural patient populations
- Strong understanding of the social determinants of health and their impact on nutrition and chronic disease management
- Excellent interpersonal, communication, and documentation skills

\$32/hr - \$45/hr

**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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