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JOB POSTING

Staff Nurse- full-time- seeking RN or LPN with previous ambulatory experience 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*

Nurse Case Manager for HIV, OBAT, Hep C - The Registered Nurse (RN) plays a vital role within the multidisciplinary team in the Center for Recovery and Support, providing comprehensive care and support to patients living with addiction, HIV/AIDS, and/or Hepatitis C. The RN promotes medication adherence, health education and wellness, risk reduction, and access to appropriate community resources. The position also helps develop individualized treatment plans, coordinate referrals, and facilitate access to high-quality, evidence-based care. The position requires a current Massachusetts Nursing Board of Registration License; CARN and/or ACRN preferred. A minimum of 2 years of professional nursing experience working with similar patient populations is 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. *\$32/hr-\$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 include 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*

Front Desk Receptionist / Medical-The receptionist is responsible for answering phones and directing incoming calls in a courteous manner, scheduling patient appointments, greeting patients, registering patients and verifying information in EPIC, obtaining and verifying insurance information, and performing related clerical support duties. A high school diploma or equivalent is required; 2 years of related experience is preferred; must have exceptional customer service and communication skills (verbal/written). **Bilingual (English/Spanish) required.** *\$18/hr-\$27/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 in a fast-paced environment. The ability to travel between Holyoke and Chicopee sites required. **Bilingual (English/Spanish) helpful and strongly preferred.** *Salary range: \$21/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.*

Health Information Manager - This position provides day-to-day oversight of Health Information Management (HIM) operations and supports the accurate, timely, secure, and efficient management of patient health information both inside and outside the Electronic Health Record (EHR).

- The HIM Manager will provide strategic and operational leadership for the HIM department, overseeing daily operations, staff performance, workflow optimization, and regulatory compliance while ensuring the integrity, accuracy, and accessibility of health information.
- Directs and supervises all Health Information Management operations
- Recruits, hires, trains, coaches, evaluates, and disciplines staff in accordance with organizational policies.
- Monitors, analyzes, and interprets team productivity reports and implements appropriate follow-up to address identified issues, trends, or opportunities for improvement.
- Assists with developing specific departmental goals, standards, and objectives that directly support the strategic plan and vision of the organization. Manages staff relations including performance management, staff satisfaction, and conflict management. Performs and oversees scheduling, recruitment, and payroll.
- Collaborates with senior leadership, department heads, and others to ensure smooth interfaces between programs and departments.
- Manages release of information processes to ensure compliance with HIPAA, applicable state laws, subpoenas, and court orders.
- Monitors departmental budgets, regulatory compliance, departmental contracts, and vendor relations. Determines and justifies needs for systems/equipment/supplies purchases, monitors usage, and oversees proper working order and/or stock supplies.
- Leads quality improvement activities related to EHR and HIM processes, including identifying workflow gaps, monitoring trends, recommending improvements, and supporting implementation of corrective actions.
- Participates in breach investigation, risk mitigation, and corrective action activities as assigned
- Promotes a culture of compliance, patient privacy, quality improvement, and customer service
- Develops department goals, objectives, and performance measures.
- Establishes and maintains departmental policies and procedures.
- Serves as the HIPAA Privacy Officer for the organization.

Requirements: Associate's or bachelor's degree in Health Information Management preferred, with RHIA or RHIT credentialing preferred. Two or more years of experience in Health Information

Management, medical records, or a related healthcare information environment preferred. Experience working with an Electronic Health Record (EHR), document management, scanning/indexing, release of information, or electronic health information workflows preferred. The ability to handle highly confidential and sensitive health information with a high degree of accuracy, discretion, and professionalism is essential. Strong organizational, communication, customer service, problem-solving, and technology skills are required. Demonstrated ability to work effectively in a fast-paced environment and to learn, use, and support EHR and electronic health information systems. Must work well independently and as part of a team and be able to support workflow changes, system enhancements, and process improvement initiatives.

EHR / Health Information Technology Skills:

Experience with EPIC, preferred. Demonstrated ability to navigate and use EHR functionality to support health record management, including electronic document workflows, scanning/indexing, work queues, document routing, record retrieval, data validation, and electronic release-of-information processes. Ability to learn new EHR functionality, participate in testing and workflow changes, troubleshoot routine issues, and communicate system or workflow concerns to appropriate EHR/IT resources.

\$32.05/hr - \$41.03/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, 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*

Safety and Security Coordinator – This position helps ensure the ongoing safety of employees, patients, visitors, and vendors at the Chicopee Health Center by using communication and de-escalation skills and providing resources to those in need. Assists in coordinating and implementing 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 complete and demonstrate 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. \$20/hr-\$28/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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