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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*

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 have national certification (CPhT); a high school diploma or equivalent is required, and an associate's degree in a related field is preferred; advanced certifications and/or the willingness to gain additional skills are 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 guiding patients through the insurance process and establishing their eligibility for 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, and ensures the integrity of all data collected at the 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 MassHealth applications accurately and on time. 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 in using Microsoft Office, e.g., Excel, Word, Outlook**. Bilingual (English-Spanish) required. $22/hr-$27/hr**

Registered Dental Assistant –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*

Dental Hygienist- The Dental Hygienist is a member of the clinical practice team, working collaboratively with other team members to provide 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) is 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 preventive 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 supervise Dental Hygienist(s) and Dental Resident(s) as assigned. The position requires a DDS or DMD degree or equivalent and an unrestricted MA license. *$140,000-180,000/year*

Compliance and Risk Manager - Under the supervision of the Director of Compliance and Risk Management, this position helps support the Health Center's risk management and regulatory compliance programs across all Health Center sites and programs. The position coordinates activities related to regulatory compliance, accreditation readiness, internal monitoring, corrective action, risk identification, incident management, and patient safety.

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The Compliance & Risk Manager works collaboratively with clinical and operational leadership, Quality, Compliance, and other departments to address identified risks and compliance requirements. The position also collaborates with Infection Prevention & Control, Safety, Facilities, Security, Human Resources/Employee Health, and the Safety & Incident Resolution Manager on matters that intersect with risk management, regulatory compliance, and patient safety. These functional areas remain under their respective operational leadership and are not directly overseen by this position. *$38/hr- $47/hr*

Qualifications (Education/Licensure/Certifications)

- Bachelor's in Nursing, Public Health, Health Care Administration, or Related field
- 3+ years of work experience in health care compliance, risk management, and/or quality improvement.

Essential Skills and Experience

- Experience in a Federally Qualified Health Center (FQHC), ambulatory care, hospital, or other healthcare environment preferred.
- Working knowledge of healthcare regulatory, accreditation, compliance, risk management, and patient safety requirements.
- Strong organizational and project coordination skills, including the ability to manage multiple requirements and deadlines.
- Ability to interpret regulatory requirements and translate them into practical tasks, monitoring activities, and follow-up.
- Strong data/analytical and problem-solving skills, including the ability to identify trends, gaps, and potential risks.
- Excellent written and verbal communication skills.
- Ability to work collaboratively with clinical and operational leaders across multiple departments.

- Strong attention to detail and ability to maintain accurate documentation and tracking systems.
- Ability to handle confidential and sensitive information with appropriate discretion.
- Proficiency with Microsoft Office and electronic reporting, compliance, and documentation systems.

Lobby Security Officer-Patient Navigator – **Full-time** The Lobby Security Officer–Patient Navigator maintains a safe, secure, welcoming, and orderly environment for patients, visitors, and staff at the Health Center. This position serves as a primary point of contact in the lobby, assisting with patient flow, facility navigation, access to services, and connecting patients with appropriate departments and resources. The position requires a customer-service-oriented approach, sound judgment, effective communication, and the ability to respond calmly and professionally to challenging situations while maintaining patient dignity, confidentiality, and safety. Duties include, but are not limited to, maintaining a visible presence in the lobby and common areas to promote a safe, secure, and welcoming environment for patients, visitors, and staff; greeting patients and visitors, providing general information, and helping individuals navigate the facility and locate appropriate departments and services; assisting patients with check-in procedures; verifying appointments in HHC's EHR, including locations, wayfinding, and other nonclinical navigation needs, within established protocols; creating and maintaining a comprehensive inventory of local community resources relevant to supporting our patient population; observing lobby activity and identifying potential safety concerns, disruptive behavior, or situations requiring additional assistance; responding to conflicts, escalating behavior, and other disturbances using appropriate verbal de-escalation techniques and established Health Center protocols; and providing security coverage as needed, including extended hours and Saturdays. High school diploma or equivalent required**.**
A minimum of 3-5 years of security and/or outreach or community health worker experience in a healthcare setting is preferred; experience working with diverse populations in a healthcare or community-based setting. Must have strong communication and customer service skills and a positive attitude. Ability to react calmly and effectively in emergency situations is essential. Proficiency using EHR systems and Microsoft Office products i.e Outlook, Word etc. Must possess the ability to read and effectively communicate in English and Spanish. Reliable transportation is required. The ability to follow and receive detailed information through oral and written communication is required. *$21/hr-$26/hr*

Custodian - Part-time - Responsible for general cleaning and facility maintenance. Must be able 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, and 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 weights 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*

Infection Preventionist -Under the supervision of the Director of Compliance and Risk Management, the Infection Preventionist leads the Health Center's infection prevention and control program across all ambulatory sites. This role oversees infection surveillance, risk assessments, staff education, policy development, and performance improvement initiatives to prevent healthcare-associated and communicable infections and protect patients, staff, and visitors. The Infection Preventionist collaborates with clinical and operational leaders to promote evidence-based practices, monitor

compliance, and ensure infection prevention policies, procedures, and documentation meet applicable regulatory and accreditation standards, including those of the Massachusetts Department of Public Health (DPH) and The Joint Commission (TJC).

Preferred Qualifications (Education/Licensure/Certifications)

Massachusetts Nurse License (LPN or RN), Master's in Public Health, Epidemiology, or related field Certified in Infection Control (CIC) through the Certification Board of Infection Control and Epidemiology (CBIC); infection control experience; experience working at a Federally Qualified Health Center; 3- 5 years of related experience in a clinical healthcare environment. Experience with Joint Commission, HRSA, state health department, or other healthcare regulatory/accreditation requirements. Computer literacy required (Word, Excel, EHR).

Essential Skills and Experience

The position requires at least 3 years of infection control experience. Knowledge of State and Federal healthcare regulations, including the Joint Commission, OSHA, DPH, and other regulatory standards, is required. Experience in an ambulatory setting preferred. Candidate must have excellent written and verbal communication skills and be able to communicate effectively with staff and outside agencies. The ability to function independently and provide resources to the organization is essential. *$38/hr-49/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*

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.
$32.00/hr - $41.00/hr

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, connecting patients to social and community services, and following up to improve the patient experience, health outcomes, and service delivery. The behavioral health clinician builds caring relationships with the target population to promote positive health and social service outcomes, works with patients with behavioral health conditions, and focuses on social determinants that affect health outcomes. Develop and implement treatment plans based on clinical experience and knowledge; collaborate with a multidisciplinary team to perform clinical assessments and develop strength-based, solution-oriented treatment plans and goals. 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 a related clinical healthcare field and CPR certification issued by the American Heart Association are required. Experience in an ambulatory setting is preferred. A 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, able to work in a team-based model, highly motivated, and able to respond to same-day visits and/or crises. 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, 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*

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 or 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

Optometrist

Seeking a full or part-time Optometrist to provide comprehensive eye care services to our patients. This role involves conducting eye examinations to detect and diagnose vision problems and other health conditions such as diabetes and hypertension. The Optometrist will develop personalized treatment plans and prescribe corrective solutions like eyeglasses or contact lenses, as well as medication for eye disorders. Additionally, the Optometrist plays a vital role in educating patients about proper eye care**.** The ideal candidate will deliver high-quality, patient-centered care while working collaboratively within a multidisciplinary healthcare team. Current License as a therapeutically certified Doctor of Optometry in the State of Massachusetts and current CPR certification. Residency training or three years of experience as a practicing optometrist in a community setting. Strong knowledge of eye care practice and standards of care to assess, plan, implement, and evaluate patient care; knowledge of the community we serve; ability to work effectively with health professionals at all levels in a collaborative team environment; and effective communication and problem-solving skills. $120k-$155k

If you are interested in applying for a posted position, please forward a resume/application to: Human Resources Dept., Attn: Teresa Lavelle, 230 Maple Street, P.O. Box 6260, Holyoke, MA 01040. Posted November 6th, 2026