



Southside Coalition of Community Health Centers

Job Opportunities

Central City Community Health Center

Welcome to Central City Community Health Center where our mission is to provide quality patient centered health care to low-income, underserved individuals. With 16 clinic locations in Los Angeles, North Orange County and the Inland Empire, as well as our support to almost 800 private Board and Care facilities, our core value of exceeding patient relationships in a culturally sensitive manner translate into an environment where the welfare of our patients always comes first. We seek the best trained clinical and professional staff and strive to provide care in a culturally sensitive manner.

➤ Program Aide Driver

Essential Duties and Responsibilities:

- Observe participants for any physical, mental, or behavioral changes.
- Report any observed changes to the nurse.
- Provide support to group and recreational activities.
- Assist in preparation, serving, and clean-up of all nutritional services including breakfast, snacks, and lunches.
- Maintain daily charting of services provided.
- Assist with arranging appointments for participants outside CCCHC.
- May provide maintenance therapy programs as assigned, trained by the appropriate professional, and supervised by the R.N.
- May provide participant transportation to and from the CCCHC and perform other duties as assigned by the Program Director.
- Maintain positive working relationship with all staff members, volunteers, families, and participants.
- Attend all in-service training programs and staff meetings.
- Comply with health and safety standards including licensing, fire and disaster preparedness regulations, and agency policies.
- Conform to all applicable policies of CCCHC.
- Drive clients to set appointments.
- Perform facility walks every two hours:
 - Including the client's residential quarters and surroundings of the facility.

- Perform daily client and staff interaction in person, on the phone, via email and the internet, and through informational documents.
- Responsible for detailed and accurate documentation.
- Consistently demonstrate and uphold CCCHC's principle of providing quality health and human services to the medically underserved and low-income populations in a culturally sensitive manner.
- All other duties, as assigned.

Special Knowledge, Skills, Abilities and Attributes:

- High school diploma or GED required.
- Must be either a Certified Nurse Assistant or Certified Home Health Aide.
- Nurse Assistant or Home Health Aide certification must be current.
- Current certification in first aid and cardiopulmonary resuscitation required or be completed within the first 6 months of employment.
- Required to submit a health record from a physician completed within the past 12 months stating there are no health conditions that would prohibit fulfilling the duties and responsibilities of this position.
- Required to provide negative test result, no older than 12 months prior from the date of hire, for tuberculosis.
- Bilingual in English/Spanish preferred.
- Experience working with older adults in a care setting preferred.
- Prior experience working with underserved populations preferred

Working Conditions

Normal office environment with:

- Occasional walking, reaching with hands and arms, stooping and kneeling
- Ability to handle multiple tasks while also being tactful, diplomatic, and empathetic.
- Ability to organize and schedule work effectively.
- Ability to communicate effectively and tactfully with staff, managers and other levels of personnel, in person and on the telephone.

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➤ **Certified Enrollment Counselor**

Essential Duties and Responsibilities:

- Responsible for travelling to CCCHC Board and Care homes and assisting patients/conservators with completing PCP changes.
- Responsible for verifying patient eligibility.
- Maintain log of completed doctor changes for patients.
- Maintain a calendar that documents the volume of work performed.
- Meet monthly goals set by management.
- Maintain strong knowledge of current health plans/IPAs contracted with CCCHC and of Covered California and health plans offered to clients.
- Assist the Referral Department with urgent referral requests for doctor changes.
- Attend weekly Board and Care operations meeting.

- Counsel patients regarding their ability to qualify for different types of health insurance coverage.
- Assist with enrolling uninsured patients into Covered California/Medi-Cal at CCCHC clinics, Board and Care homes, and at special events.
- Assist enrolling new patients into CCCHC clinics and Board and Care homes during special events.
- Verify patient eligibility based on the criteria set out by Covered California.
- Schedule appointments in the clinic and Board and Care as set by Covered California for 90 minutes to allow appropriate time to complete each client application.
- Offer patients the option to vote per Covered California when completing the application and assist only if asked for help.
- Responsible for securing recertification annually.
- Consistently demonstrate and uphold CCCHC's principle of providing quality health and human services to the medically underserved and low-income populations in a culturally sensitive manner.
- All other duties as assigned.

Special Knowledge, Skills, Abilities and Attributes:

- Demonstrated ability to exercise sound judgment.
- Ability to communicate clearly and concisely.
- Ability to plan and be organized.
- Ability to work well under pressure, take initiative and be flexible and cooperative.
- Ability to maintain confidentiality of patient information and Company records.
- Ability to work effectively with both employees and managers.
- Ability to convey a positive and professional image to patients and employees.
- Must have knowledge of medical terminology/abbreviations.
- Ability to utilize, at a minimum, the basic use of Microsoft Office including Word, Excel, Outlook, and other computer programs and applications in ways that facilitate panel management.
- Must be able to operate computer and office equipment and software.
- Ability to work with people of diverse cultures and diverse socioeconomic situations.
- Must be able to make decisions and perform job duties with nominal direction.
- Must feel comfortable with discussing and informing patients with information regarding sensitive issues.
- Required to know, follow and enforce safe work practices, and be aware of company policies and procedures related to job safety, including safety rules and regulations.
- Reliable transportation, automobile insurance, and current CA Driver License required.

Education and Experience Requirements:

- High school diploma or GED required.
- Bilingual in English and Spanish required.
- State certification for Covered California enrollment counseling required.
- Two years of college preferred.
- Minimum of three years of front office medical office experience preferred.
- Prior experience working with underserved populations preferred.

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➤ **Dental Assistant**

Essential Duties and Responsibilities:

- Assists patients in resolving minor difficulties, answering their questions and giving directions to patients as authorized by the dentist or dental hygienist.
- Serves as dentist's or dental hygienist's chair-side assistant.
- Prepares operatory for patient treatment as per Dental Department protocols.
- Exposes and develops dental radiographs in accordance with state regulations and law as well as Dental Department directive and protocol.
- Performs independent procedures as delegated and directed by the dentist in accordance with state regulation and law and Dental Department directives and protocol.
- Maintains dental equipment in accordance with manufacturer's directions and Dental Department policy and protocol.
- Maintains all dental areas in compliance with dental department directives and protocols as well as center policies and procedures relative to infection control, exposure control and safety issues.
- Maintains adequate operatory supplies for inventory control and ordering purposes.
- Monitors patient flow, and assists the dental director, dentist(s) and dental hygienist(s) in assuring that all patient records and documents are properly and accurately completed.
- Excellent telephone skills. Makes and receives calls consistent with dental matters, clinic business and patient care.
- Full patient registration, cancelation and re-scheduling of appointments, using EMR system.
- Insures the sterility of all reusable dental instruments and equipment in accordance with Dental department directive and protocol.
- Proper disposal of all contaminated or potentially contaminated materials in accordance with dental department directive, center policy as well as state and federal regulations.
- Uses protective equipment and practices Universal Precautions.
- Travels when necessary to meet operational needs for community programs.
- Responsible for personal compliance in full with all applicable federal, state, local and center rules, regulations, protocols and procedures including work place safety, public health and confidentiality.
- Additional duties as assigned.

Special Knowledge, Skills, Abilities and Attributes:

- Demonstrated ability to exercise sound judgment.
- Ability to communicate clearly and concisely.
- Ability to plan and be organized.
- Ability to work well under pressure, take initiative and be flexible and cooperative.
- Ability to be self-motivated and independently productive.
- Ability to maintain confidentiality of patient information and Company records.
- Ability to work effectively with both employees and managers.
- Ability to convey a positive and professional image.
- Demonstrated proficiency in various PC applications, including E-mail, Microsoft Excel, and Word.
- Required to know, follow and enforce safe work practices, and be aware of company policies and procedures related to job safety, including safety rules and regulations.

- Reliable transportation, automobile insurance, and a current CA Driver License.

Education and Experience Requirements:

- High school diploma or GED required.
- Completion of accredited course in dental assisting preferred.
- Two (2) years of experience in community clinic setting
- Ability to attend to multiple tasks at the same time and prioritize assignments or responsibilities to ensure compliance.
- Effective oral and written communication skills. Bilingual Spanish preferred.

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➤ **Referral Coordinator**

Essential Duties and Responsibilities:

- Provide an effective communication link between patient, medical staff, behavioral health staff, rehabilitation facilities, hospitals, etc.
- Schedule, coordinate and track referrals for diagnostic testing and specialty care.
- Assist in coordination of care with other providers in the community, ensuring that information goes when and where it is needed.
- Facilitates provider communication at regular intervals throughout patient's hospitalization or stay at other facilities.
- Maintains ongoing communication with discharge planners, case managers, and care coordinators at facilities to which patients are periodically admitted.
- Ensure all patients are tracked and data entered into systems for follow up and reporting.
- Coordinate with medical staff to ensure that case management services are provided to patients with complex medical and/or psychosocial problems.
- Handle protected health information in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The Referral Coordinator will have access to protected health information during the course of his/her work activities. The Referral Coordinator will use this information to communicate medically necessary information to other health care providers to facilitate care for the patient. Applying the minimum necessary standard for HIPAA, the employee will have access to the full medical record, the practice management system, and the chronic disease registry system.
- All duties as assigned.

Knowledge, Skills and Abilities:

- Proficiency in verbal and written communication in English and a second language, preferably Spanish or Vietnamese (Garden Grove).
- Knowledge of medical terminology/abbreviations.
- Knowledge of the health care system including managed care contracting, Medi-Cal, Medicare, and local IPAs.
- Demonstrated ability to work effectively in a team environment.

Education and Experience required:

- High School diploma or GED and two years of college desirable.

- Oral and written communication skills equivalent at a high school level. Prior experience working with underserved populations preferred.

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➤ **Medical Assistant (Korean Speaking)**

Duties & Responsibilities

Performs duties under the direction of the Physician or nurse in examination and treatment of patients:

- Provides clinic services such as TB skin tests and administration of prescribed medication.
- Draws blood, gives injections, administers and reads skin tests, administers immunizations and vaccinations, obtains laboratory specimens.
- Prepares patient for doctor examination, positions instruments and equipment and assists physician.
- Takes medical history of patients and checks vital signs.
- Follow-up on laboratory results, including providing results to ordering physician, and scheduling appointments with patients.
- Processing any/all outside referrals, including scheduling appointments and follow-up on missed/cancelled appointments, and results, etc.
- Board and Care visits 4 times per week with Podiatrist and Social Worker.
- Pulling and filing of charts for board and care, genetics and ultrasound.
- Participate and help implement quality improvement directives.
- Attend all required meetings and trainings.
- May be required to pick-up vaccines, medical supplies, etc.
- All other duties, as assigned.

Requirements:

- Ability to perform skillfully and effectively the duties of a Medical Assistant.
- Work effectively with individuals and follow oral and written directions.
- Mature judgment, tact, discretion and confidentiality are mandatory.
- Requires a professional, pleasant and effective representation of the corporation.
- Must have knowledge of CHDP guidelines, Immunizations schedule and AAP periodicity table.

Other Requirements:

- Must possess a dependable automobile with insurance and a valid California driver's license.

Qualifications:

- Must be a Certified Licensed Medical Assistant.
- Bilingual (Korean/English).

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➤ Mobile Medical Assistant – Mental Health (Temp)

Duties & Responsibilities:

- Assisting with Mobile psychiatric and primary care visits.
- Performs duties under the direction of the Physician or nurse in mobile examination and treatment of patients.
- Assists with mobile blood draws and obtains laboratory specimens. Mobile administration of injections (TB tests), immunizations and vaccinations, and prescribed medications.
- Prepares patient for doctor examination, positions instruments and equipment and assists physician• Takes medical history of patients and checks vital signs.
- Follow-up on laboratory results, including providing results to ordering physician, and scheduling appointments with patients in a mobile setting.
- Pulling and filing of patient charts.
- Participate and help implement quality improvement directives.
- Attend all required meetings and trainings.
- May be required to pick-up vaccines, medical supplies, etc.
- All other duties as assigned.

Requirements:

- Experience with psychiatric population.
- Ability to drive to multiple mobile locations daily.
- Variable schedule-weekend availability.
- Ability to lift 25-45 lbs.
- Ability to perform skillfully and effectively the duties of a Medical Assistant independently.
- Work effectively with individuals and follow oral and written directions.
- Mature judgment, tact, discretion and confidentiality are mandatory.
- Requires a professional, pleasant and effective representation of the corporation.

Other Requirements:

- Must possess a dependable automobile with insurance and valid California driver's license.

Qualifications:

- Must be a Certified Medical Assistant.
- Bilingual (Spanish/ English).

Required Education & Experience:

- Mental Health: 1 year.
Required language: Spanish.

Required License or Certification:

- Medical Assistant Certificate.

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➤ Back Up Lead (South Central)

Duties & Responsibilities:

- Provide back up for front and back office, referrals, as well as to the CPSP person.
- Responsible for coverage of the clinic at all times.
- Supervision and training of staff members.
- Preparation and coordination with audits.
- Updating billing on different programs, including CHDP, SOFP, OB, CPSP)
- Performance review of staff members.
- Ensuring compliance of the clinic including, but not limited to (programs, paperwork, provider notes, calibration, fire department, HIPPA regulations and licensing.
- Attendance of training and new updates.
- Responsible for the collection of time sheets from employees.
- Ordering office supplies.
- Performing monthly walk-thru inspections.
- Preparing applications for the clinic.
- Performing chart reviews. Responsible for any cash transactions and mail for the clinic
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- Ensure goals are met for productivity numbers and preparation of weekly productivity reports.
- Responsible for coordinating transactions and mail for the clinic.
- Providing coverage for employees when on vacation.
- Ordering Medical supplies, including but not limited to vaccinations and medications.
- Reviewing all logs.
- Preparation of OSHPD reports.
- Monitoring clinic budget.
- Dealing with patient/staff complaints
- Scheduling of patients
- Creating new charts.
- Providing back-up for PECS
- Responsible for prescription refill
- All other duties as assigned.

Requirements:

- Four years working in a non-profit organization.
- Strong management, organizational and computer skills.
- Work effectively with individuals and follow oral and written directions.
- Mature judgment, tact, discretion and confidentiality are mandatory.
- Ability to perform skillfully and effectively the duties of a Medical Assistant.
- Requires a professional, pleasant and effective representation of the corporation.
- Must have knowledge of CHDP guidelines, Immunizations schedule and AAP periodicity table.

Other Requirements:

- Must possess a dependable automobile with insurance and a valid California driver's license.

Qualifications:

- Must be a Certified Licensed Medical Assistant.
- Bilingual (Spanish/English).

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➤ **Medical Assistant**

Duties & Responsibilities:

- Responsible to perform duties under the direction of the physician or nurse in examination and treatment of patients, including the following:
- Provide clinic services such as TB skin tests and administration of prescribed medication.
- Draw blood, gives injections, administer and read skin tests, administer immunizations and vaccinations, obtain laboratory specimens.
- Prepare patient for doctor examination, position instruments and equipment and assist physician.
- Take medical history of patients and check vital signs.
- Schedule appointments and keep x-ray and medical records.
- Responsible for inventory of laboratory supplies.
- Responsible for back-office logs (daily/monthly).
- Responsible for checking oxygen tank and crash cart supplies.
- Act as assistant for prescription refills.
- Clean and disinfect exam rooms and lab areas, autoclave instruments.
- Stock exam rooms; keep track of medical supplies to order when low.
- Participate and help implement quality improvement directives.
- Attend all required meetings and trainings.
- May be required to pick-up vaccines, medical supplies, etc.
- Consistently demonstrate and uphold CCCHC's principle of providing quality health and human services to the medically underserved and low-income populations in a culturally sensitive manner.
- All other duties, as assigned.

Special Knowledge, Skills, Abilities and Attributes:

- Demonstrated ability to exercise sound judgment.
- Ability to communicate clearly and concisely.
- Ability to plan and be organized.
- Ability to work well under pressure, take initiative and be flexible and cooperative.
- Self-motivated and independently productive.
- Ability to maintain confidentiality of patient information and Company records.
- Ability to work effectively with both employees and managers.
- Ability to convey a positive and professional image to patients and employees.
- Professional appearance and demeanor.
- Demonstrated proficiency in various PC applications, including E-mail, Microsoft Excel, and Word, Internet and networking devices.
- Required to know, follow and enforce safe work practices, and be aware of company policies and procedures related to job safety, including safety rules and regulations.
- Required to have knowledge of CHDP guidelines, Immunizations schedule and AAP periodicity table.

- Must possess dependable transportation, automobile insurance, and a current CA Driver License.
- Required to have knowledge of CHDP guidelines, Immunizations schedule and AAP periodicity table.

Education and Experience Requirements:

- Certified Licensed Medical Assistant required.
- Bilingual in English/Spanish preferred.

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➤ **Registered Nurse (Upland ADHC & Florence/Downtown)**

Duties & Responsibilities:

As a member of the multidisciplinary team, responsible for conducting assessments and reassessments of nursing needs of the participant and develop an individualized plan of care for each participant including short term and long term goals, including the following:

- Responsible for assessing participants' personal care needs and assist with activities of daily living, including supervising the provision of these services.
- Document all skilled nursing care on the day of service and provide quarterly signed and dated progress notes.
- Provide supportive and restorative nursing services as defined in plan of care.
- Develop the nursing component for continence training program.
- Monitor, administer, and record prescribed medications in accordance with regulations.
- Observe and monitor health status of all participants.
- Serve as liaison to participants' personal physicians and keep personal physicians informed of any marked change in the condition of participants.
- Educate staff about disease processes, physical care of the participants, and infection control procedures.
- Responsible for medication management and compliance with regulatory requirements for supervising and maintaining records of prescription drugs stored at the CCCHC.
- Train participants in self-administration of their medications when appropriate in accordance with regulatory requirements for self-medication.
- Supervise the provision of the therapy maintenance program with the agreement of the physical and occupational therapists and receive training from them in the specific activities of the maintenance program that he/she will supervise.
- Comply with all health and safety standards including licensing, fire, and disaster preparedness regulations and agency policies.
- Consistently demonstrate and uphold CCCHC's principle of providing quality health and human services to the medically underserved and low-income populations in a culturally sensitive manner.
- All other duties, as assigned.

Special Knowledge, Skills, Abilities and Attributes:

- Demonstrated ability to exercise sound judgment.
- Ability to communicate clearly and concisely.

- Ability to plan and be organized.
- Ability to work well under pressure, take initiative and be flexible and cooperative.
- Self-motivated and independently productive.
- Ability to maintain confidentiality of patient information and Company records.
- Ability to work effectively with both employees and managers.
- Ability to convey a positive and professional image to patients and employees.
- Required to know, follow and enforce safe work practices, and be aware of company policies and procedures related to job safety, including safety rules and regulations.
- Reliable transportation, automobile insurance, and current CA Driver License.

Education and Experience Requirements:

- Graduation from an accredited Nursing program required.
- Current CA licensed as a Registered Nurse required.
- Bilingual in English/Spanish preferred.

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➤ Licensed Vocational Nurse (Norco & Los Angeles)

Duties & Responsibilities:

Working closely with clinical staff, front desk personnel and other related personnel, assists with the delivery of primary care in an ambulatory setting with an emphasis on disease prevention and health maintenance, including the following:

- Responsible for preparing patients for examination.
- Note brief history of the reason or visit in the patient's chart.
- Take record and vital signs, height and weight, vision test, and hearing test.
- Assist clinical staff with examination procedures.
- Take history for prenatal and family planning patients.
- Administer medications under the provider's orders, except I.V. medications.
- Update patient charts in regard to allergies, medication use, and immunization history at each visit.
- Complete lab slips as necessary.
- Administer immunization understanding orders from providers.
- Responsible phlebotomy as needed.
- Educate and counsel patients concerning their disease, treatment, and prevention of disease.
- Sterilize medical instruments and equipment.
- Follow-up on abnormal findings over the phone at the request of the providers.
- Responsible for HIV/Antibody Test Counseling in accordance with established policies and procedures and in compliance with State and Federal requirements.
- Order medical supplies, narcotics, and medication; stocking each room with supplies.
- Participate in program development and case management such as immunizations, family planning, CHDP, hypertension, and diabetes.
- Continually assess for areas of improvement and develop plans and evaluation criteria for such.
- Answer patient questions after consultation with the provider or as per established procedures in that regard (i.e. health questions, medication refills, lab results, etc.).

- Assist with health education classes when necessary.
- Initiate route lab tests after triage of a patient such as pregnancy tests and CHDP requirements.
- Supervise staff of Medical Assistants and lab assistants in the absence of the RN.
- Prepare reports to fulfill State and Federal requirements.
- Participate in quality improvement.
- Consistently demonstrate and uphold CCCHC's principle of providing quality health and human services to the medically underserved and low-income populations in a culturally sensitive manner.
- All other duties, as assigned.

Special Knowledge, Skills, Abilities and Attributes:

- Demonstrated ability to exercise sound judgment.
- Ability to communicate clearly and concisely.
- Ability to plan and be organized.
- Ability to work well under pressure, take initiative and be flexible and cooperative.
- Self-motivated and independently productive.
- Ability to maintain confidentiality of patient information and Company records.
- Ability to work effectively with both employees and managers.
- Ability to convey a positive and professional image to patients and co-workers.
- Professional appearance and demeanor.
- Demonstrated proficiency in various PC applications, including E-mail, Microsoft Excel, and Word, Internet and networking devices.
- Required to know, follow and enforce safe work practices, and be aware of company policies and procedures related to job safety, including safety rules and regulations.
- Reliable transportation, automobile insurance, and current CA Driver License.

Education and Experience Requirements:

- Graduation from an accredited Nursing program with either an associate degree or equivalent required.
- Current CA licensed as a Vocational Nurse or interim permit for Licensed Vocational Nurse required.

Must have knowledge through practical experience and/or training in the following areas:

- Public Health Nursing
- Pediatric Nursing
- Family Planning
- Maternal and Child Health
- Clinical Nursing Practices
- Bilingual in English/Spanish preferred.

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**We offer a dynamic work environment with competitive salaries and benefits. Central City provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Mission Hospital complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.