



Southside Coalition of Community Health Centers

Job Opportunities

South Bay Family Health Care

South Bay Family Health Care is an established primary care clinic that has made it our mission to provide quality health care for uninsured and underinsured families and individuals. Our continuing commitment has spanned over 40 years and our diverse and dedicated professionals have been essential in helping us achieve this goal. If you have a passion for healthcare and strive to make a difference in the communities in which we live and work, we invite you to consider the opportunities listed below.

➤ Patient Care Specialist

Position Summary

Under the direction of the Clinic Services Manager, the Patient Care Specialist will coordinate with SBFHC's clinical staff to support patients to receive the comprehensive care and referrals essential to health and wellness. Responsibilities include case management of specialty and managed care medical referrals, and linkages to community based partners and educational services.

Job Responsibilities:

- Serve as a liaison between patients and specialty medical and managed care providers to ensure continuity and comprehensiveness of patient care.
- Serve as a liaison between patients and community-based partners to support patient access to services not provided directly by SBFHC (such as domestic violence intervention support, substance abuse treatment and parenting classes).
- Serve as a liaison between community-based partners and SBFHC's clinical staff by scheduling medical appointments at SBFHC for those clients of community partners in need of the services SBFHC provides.
- Intake and coordinate referrals to SBFHC's on-site HIV/AIDS services (case management, mental health and HIV testing).
- Intake and coordinate referrals to SBFHC's on-site health education services.
- Provide psychosocial assessments for prenatal patients.
- Ensure patients receive appropriate and indicated preventive, maintenance and follow-up care (such as annual exams, trimester visits or chronic ailment maintenance visits) through telephone and/or written contact with patients.

- Maintain a database of patient information, including acuity levels, and generate reports for review by the Management staff. Ensure patient data is entered into the patient's chart, as appropriate.
- Demonstrate complete discretion when discussing patient information; adhere to strict standards regarding patient confidentiality, informed consent and disclosure as required by HIPAA, California law and agency policy.
- Perform general office management.
- Attend Department meetings.
- Attend training to enhance knowledge to improve job skills and performance.
- Any additional services as assigned.

Qualifications:

- Must have strong organizational skills and be capable of managing multiple tasks at one time, while being attentive to details
- Must be a creative and independent worker, as well as a team player.
- Must have excellent patient interaction skills, and the ability to balance efficiency with positive customer service.
- Must have excellent written and verbal communication skills
- Requires excellent people skills including the ability to interact with a multi-disciplinary clinical team, management and volunteers.
- Must demonstrate interest, commitment and cultural competence in working with an underserved and diverse client population.
- Basic computer skills, including word-processing, are required.
- Bilingual in Spanish is required.
- Bachelor's Degree or equivalent is required.

Please Click [Patient Care Specialist](#) To Apply For This Position.

➤ **Patient Care Coordinator**

Position Summary

The Patient Care Coordinator assists in assuring the quality of continuous care provided to SBFHC patients.

Job Responsibilities:

- Schedule targeted patient visits (such as newly assigned, gaps-in-care, high-risk and/or hospitalized patients).
- Provide follow-up in relation to failed/cancelled appointments.
- In concert with appropriate management staff, monitor and track outcomes of the organization's clinical QI improvement programs, including appropriate documentation and recordkeeping.
- Strictly adhere to universal precautions as established by the Center for Disease Control and Prevention, Occupational Safety and Health Administration, DHS/OA and SBFHC.
- Maintain strictest confidentiality; adhere to all HIPAA guidelines/regulations.
- Maintain positive relationships with co-workers, patients and volunteers.
- Other duties as assigned.

Qualifications:

- 3-4 years experience in an administrative capacity in a health care setting reporting to an Executive Level Manager(s).
- High school degree or equivalent required. Bachelor's degree preferred.
- Medical Assistant license required.
- Bilingual in English and Spanish required.
- Knowledge of electronic health record (preferably NextGen) and/or aptitude for technology required.
- Ability to independently plan, organize, schedule, coordinate, and make judgments relating to assigned projects and responsibilities.
- Ability to apply sound analytical decision-making processes and approaches.
- Ability to communicate effectively, both verbally and in writing, to a diverse range of audiences and settings.
- Ability to prepare clear, concise, relevant, and grammatically correct written reports in the required formats.
- Ability to establish and maintain a positive working relationship with a variety of individuals.
- Proficient in performing internet searches and operating basic office software, including but not limited to Microsoft Word, Excel, and Power Point.

Please Click [Patient Care Coordinator](#) To Apply For This Position.

➤ **Appointment Scheduler Manager**

Position Summary

The Appointment Scheduling Manager will be responsible for overseeing SBFHC's Appointment Scheduling operations and for preparing and evaluating organizational data for review by SBFHC's Executive Staff.

Job Responsibilities:

- Manages SBFHC's Appointment Scheduling operations and staff to ensure:
- Timely and consistent patient access to appointments
- Adequate staff coverage to ensure patient access to appointments
- Appointment scheduling consistent with SBFHC's quality indicators and policy and procedures.
- Monitors and analyzes patient appointment schedules to identify problems or issues preventing smooth patient flow.
- Monitors the appointment schedule to ensure the schedule reflects the ability to provide patient care services in a timely manner.
- Reviews staff and patient scheduling and discusses identified issues and recommendations with supervisor.
- Interviews, hires and trains appointment scheduling staff.
- Provide appointment scheduling back-up when necessary to ensure patient access.
- Generates reports on a weekly, monthly and as needed basis to inform organizational decision-making and provide measurements to evaluate success of various organizational initiatives.
- Ensures timely repairs and proper functioning of office equipment.
- Always maintains patient/client confidentiality; demonstrates complete discretion when discussing patient information.
- Always presents a positive and professional demeanor.

- Complies with organizational policies.
- Is consistently on time and ready to begin work at the start of the work day. Does not abuse the availability of sick time.
- Shares responsibility – in concert with the Clinic Services Manager and Assistant Clinic Services Manager – for opening and closing the Clinic (as associated responsibilities) as assigned.
- Performs additional related duties as assigned.

Qualifications:

- Ability to supervise and manage employees.
- Ability to multi-task in a fast paced environment.
- Experience with window-based computer program.
- Ability to type a minimum of 30 wpm.
- Ability to perform assigned responsibilities within SBFHC's established guidelines in an organized, efficient manner.
- Very strong verbal communication skills.
- Ability to relate and communicate well with a diverse patient population.
- Ability to work within a team setting and with volunteers.
- Bachelors Degree preferred but not required.
- Bilingual (Spanish/English) required.

Please Click [Appointment Scheduler Manager](#) To Apply For This Position.

➤ **Medical Assistant (Inglewood)**

Position Summary

The Medical Assistant is responsible for facilitating the smooth flow of South Bay Family Health Care (SBFHC) clients and patients by assisting providers and interacting well with patients, clients, staff members and providers. The Medical Assistant performs duties that include, but are not limited to, the following:

Job Responsibilities:

- Presents, reviews and updates patient registration forms according to guidelines.
- Completes funding program assessments and assigns patients to correct programs.
- Verifies patient's eligibility for Medi-Cal or other payers.
- Solicits donations and documents receipt of donations from clients.
- Prepares patients for medical examinations. Obtains accurate medical histories.
- Measures patient vital signs, including height, weight and blood pressure.
- Instructs patients in the collection of samples and tests. Collects and accurately labels and forwards specimens for laboratory analysis.
- Assists clinicians with examinations, treatments and procedures as directed. Maintains aseptic technique during all procedures and treatments.
- Participates in program health education services at each site.
- Identifies high-risk clients and follows program management protocols to provide support.
- Identifies candidates who are eligible for programs available at SBFHC.
- Educates client/patient about available clinic services.

- Communicates accurate, current medical and scientific facts/knowledge of the disease, medical condition, prevention, applicable laws (when appropriate), related psychosocial/cultural issues.
- Contacts clients who missed a scheduled appointment and documents outcome in the chart.
- Keeps complete records in patient charts for all of the above functions.
- Prepares examination rooms; sterilizes instruments for tests daily according to established procedure. Thoroughly cleans examination rooms and equipment per established protocol following each procedure.
- Complies with universal precautions at all times.
- Demonstrate complete discretion when discussing patient information; adhere to strict standards regarding patient confidentiality, informed consent and disclosure as required by HIPAA, California law and agency policy.
- Helps maintain smooth patient flow and maintains effective communication with supervisor regarding patient wait times.
- Always presents a positive and professional demeanor.
- Maintains an organized and clean work area.
- Consistently is on time and ready to begin work at the start of the work day. Does not abuse or take advantage of sick time.
- Performs other reasonably related duties as assigned by supervisor.

Qualifications:

- Ability to perform assigned responsibilities within SBFHC's established guidelines in an organized, efficient manner.
- Very strong written and verbal communication skills.
- Ability to relate and communicate well with a diverse patient population.
- Ability to work within a team setting and with volunteers.
- High School diploma or GED required.
- Completion of an accredited Medical Assistant program.
- Current CPR certification.
- At least six months work experience in a clinic, medical office or other health care facility.
- Bilingual (Spanish/English) required.

Physical Demands & Working Conditions:

Extensive standing and walking. Occasional lifting and carrying items weighing up to 100 pounds. Requires full range of body motion including handling and lifting patients, manual dexterity and eye-hand coordination. Frequent exposure to potentially infectious agents, communicable diseases, toxic substances, medicinal preparation and other conditions common to a clinic facility. Requires working under stressful conditions or working irregular hours.

Please Click [Medical Assistant](#) To Apply For This Position.

➤ **Medical Assistant – OB (Inglewood)**

Position Summary

The Medical Assistant is responsible for facilitating the smooth flow of South Bay Family Health Care (SBFHC) clients and patients by assisting providers and interacting well with patients, clients, staff members and providers. The Medical Assistant performs duties that include, but are not limited to, the following:

Job Responsibilities:

- Presents, reviews and updates patient registration forms according to guidelines.
- Completes funding program assessments and assigns patients to correct programs.
- Verifies patient's eligibility for Medi-Cal or other payers.
- Solicits donations and documents receipt of donations from clients.
- Prepares patients for medical examinations. Obtains accurate medical histories.
- Measures patient vital signs, including height, weight and blood pressure.
- Instructs patients in the collection of samples and tests. Collects and accurately labels and forwards specimens for laboratory analysis.
- Assists clinicians with examinations, treatments and procedures as directed. Maintains aseptic technique during all procedures and treatments.
- Participates in program health education services at each site.
- Identifies high-risk clients and follows program management protocols to provide support.
- Identifies candidates who are eligible for programs available at SBFHC.
- Educates client/patient about available clinic services.
- Communicates accurate, current medical and scientific facts/knowledge of the disease, medical condition, prevention, applicable laws (when appropriate), related psychosocial/cultural issues.
- Contacts clients who missed a scheduled appointment and documents outcome in the chart.
- Keeps complete records in patient charts for all of the above functions.
- Prepares examination rooms; sterilizes instruments for tests daily according to established procedure. Thoroughly cleans examination rooms and equipment per established protocol following each procedure.
- Complies with universal precautions at all times.
- Demonstrate complete discretion when discussing patient information; adhere to strict standards regarding patient confidentiality, informed consent and disclosure as required by HIPAA, California law and agency policy.
- Helps maintain smooth patient flow and maintains effective communication with supervisor regarding patient wait times.
- Always presents a positive and professional demeanor.
- Maintains an organized and clean work area.
- Consistently is on time and ready to begin work at the start of the work day. Does not abuse or take advantage of sick time.
- Performs other reasonably related duties as assigned by supervisor.

Qualifications:

- Ability to perform assigned responsibilities within SBFHC's established guidelines in an organized, efficient manner.
- Very strong written and verbal communication skills.
- Ability to relate and communicate well with a diverse patient population.
- Ability to work within a team setting and with volunteers.
- High School diploma or GED required.
- Completion of an accredited Medical Assistant program.
- Current CPR certification.
- At least six months work experience in a clinic, medical office or other health care facility.
- Bilingual (Spanish/English) required.

Physical Demands & Working Conditions:

Extensive standing and walking. Occasional lifting and carrying items weighing up to 100 pounds. Requires full range of body motion including handling and lifting patients, manual dexterity and eye-hand coordination. Frequent exposure to potentially infectious agents, communicable diseases, toxic substances, medicinal preparation and other conditions common to a clinic facility. Requires working under stressful conditions or working irregular hours.

Please Click [Medical Assistant OB](#) To Apply For This Position.

➤ Medical Assistant (Gardena)

Position Summary

The Medical Assistant is responsible for facilitating the smooth flow of South Bay Family Health Care (SBFHC) clients and patients by assisting providers and interacting well with patients, clients, staff members and providers. The Medical Assistant performs duties that include, but are not limited to, the following:

Job Responsibilities:

- Presents, reviews and updates patient registration forms according to guidelines.
- Completes funding program assessments and assigns patients to correct programs.
- Verifies patient's eligibility for Medi-Cal or other payers.
- Solicits donations and documents receipt of donations from clients.
- Prepares patients for medical examinations. Obtains accurate medical histories.
- Measures patient vital signs, including height, weight and blood pressure.
- Instructs patients in the collection of samples and tests. Collects and accurately labels and forwards specimens for laboratory analysis.
- Assists clinicians with examinations, treatments and procedures as directed. Maintains aseptic technique during all procedures and treatments.
- Participates in program health education services at each site.
- Identifies high-risk clients and follows program management protocols to provide support.
- Identifies candidates who are eligible for programs available at SBFHC.
- Educates client/patient about available clinic services.
- Communicates accurate, current medical and scientific facts/knowledge of the disease, medical condition, prevention, applicable laws (when appropriate), related psychosocial/cultural issues.
- Contacts clients who missed a scheduled appointment and documents outcome in the chart.
- Keeps complete records in patient charts for all of the above functions.
- Prepares examination rooms; sterilizes instruments for tests daily according to established procedure. Thoroughly cleans examination rooms and equipment per established protocol following each procedure.
- Complies with universal precautions at all times.
- Demonstrate complete discretion when discussing patient information; adhere to strict standards regarding patient confidentiality, informed consent and disclosure as required by HIPAA, California law and agency policy.
- Helps maintain smooth patient flow and maintains effective communication with supervisor regarding patient wait times.
- Always presents a positive and professional demeanor.
- Maintains an organized and clean work area.

- Consistently is on time and ready to begin work at the start of the work day. Does not abuse or take advantage of sick time.
- Performs other reasonably related duties as assigned by supervisor.

Qualifications:

- Ability to perform assigned responsibilities within SBFHC's established guidelines in an organized, efficient manner.
- Very strong written and verbal communication skills.
- Ability to relate and communicate well with a diverse patient population.
- Ability to work within a team setting and with volunteers.
- High School diploma or GED required.
- Completion of an accredited Medical Assistant program.
- Current CPR certification.
- At least six months work experience in a clinic, medical office or other health care facility.
- Bilingual (Spanish/English) required.

Physical Demands & Working Conditions:

Extensive standing and walking. Occasional lifting and carrying items weighing up to 100 pounds. Requires full range of body motion including handling and lifting patients, manual dexterity and eye-hand coordination. Frequent exposure to potentially infectious agents, communicable diseases, toxic substances, medicinal preparation and other conditions common to a clinic facility. Requires working under stressful conditions or working irregular hours.

Please Click [Medical Assistant](#) To Apply For This Position.