

Health Services Manager
36 Hours per week
Northampton

Tapestry is committed to providing compassionate, community-based health care to some of the most vulnerable individuals in our region. We are passionate about providing non-judgmental sexual and reproductive health care, syringe access and disposal, overdose prevention and education, HIV/ AIDS prevention and care, and WIC family nutrition.

Tapestry is looking for a candidate to participate as a member of the medical service delivery team in the health management and treatment of men and women seeking medical services with Tapestry. Job involves supervising and overseeing the day-to-day operational activities of a reproductive health services site, ensuring quality service delivery, client satisfaction and maintenance of facilities. Also includes representing the agency in the community and promoting the programs and services of the Agency.

Minimum Required Qualifications:

- BA degree required, MA preferred
- Five years of experience in program management and personnel administration preferably in the health care arena.
- Commitment to customer service and satisfaction
- Excellence in organization skills, writing and budget oversight
- Ability to work with diverse staff and communities
- Computer skills, experience with an EMR preferred
- Bilingual (Spanish/English), preferred depending upon site.
- Ability to work with a diverse clientele and staff, and to work as part of a team.
- Valid driver's license
- Access to reliable transportations.
- Supports the mission and goals of the agency.

Working Conditions:

Job requires some evening hours weekly and occasional weekends. Occasional Occurrences of dealing professionally with challenging clients is required.

Physical requirements:

- Able to sit at a desk to use computer, general administrative duties and make phone calls for 4 plus hours per day.
- Able to stand for 4 plus hours per day.
- Able to walk to offices within the clinic site to deliver services.
- Able to lift and carry up to 50 pounds.

Duties:

- Hire, train, supervise and evaluate staff. Become familiar with union contract language to insure proper working relationship with Union and Management.
- Assure the effective functioning of all site services in compliance with federal, state and local rules and regulations and appropriate medical protocols and procedures.
- Monitor service delivery making recommendations for change based on customer satisfaction and program efficiencies.
- Utilized data and budgets to assist in creating effective, efficient, well-performing sites.
- Provide accurate, timely reports as required.
- Oversee, evaluate and revise as needed the Quality Assurance program assuring high-quality, safe service delivery.
- Provide accurate, timely reports as required.
- Establish and maintain excellent working relationships with community, educational and social service agencies that promote the services of the agency. Keep management informed on local issues/developments that could impact Tapestry.
- Report to DCF abuse of minor clients.
- Maintain site referral information on other medical services.
- Oversee that Pap, breast, medical and other related program follow-up and tracking is occurring per protocol.
- Provide reproductive health counseling, pelvic exams, routing testing/screening, gynecological problems, STIs, HIV/AIDS, PrEP, contraceptive methods, ECP, pregnancy testing and options counseling, explain exam results, counsel on proper use and possible side effects of medication and birth control, and distribute appropriate information sheets and provide clients with referrals as needed.
- Document all information in electronic medical record and on logs per protocol.
- Responsible for compliance with billing and banking procedures at the sites including establishing fees according to agency's sliding fee scale, collection and deposits of money due from clients.
- Attend agency meetings and trainings.
- Perform other duties as assigned.

If you are interested in joining a diverse team focused on providing innovative, front-line health care, apply by submitting your cover letter and resume to resumes@tapestryhealth.org or by mailing them to:

Tapestry
 Attn: Human Resources Dept.
 296 Nonotuck Street, 2nd Floor
 Florence, MA 01062

Tapestry provides a comprehensive benefits package to eligible employees, which includes: medical, dental, vision, FSA, 100% employer paid LTD/ADD/life insurance, tuition remission and an Employee Assistance Program.

Tapestry is an Affirmative Action/Equal Opportunity employer.