



Job Description

Administrative Assistant

Quality Improvement and Information Technology Departments

Redwood Community Health Coalition is comprised of 15 community health centers in Sonoma, Napa, Marin, and Yolo Counties. RCHC health centers serve as the 'medical home' for 160,000 people. We are committed to meeting the needs of our members' diverse, multi-cultural populations through integration of services, education and advocacy. As a consortium of safety-net health care providers, our mission is to improve access to and quality of care to uninsured and underserved people in our four-county region. RCHC is a recognized leader in Quality Improvement and is one of the first community health center networks to implement a region-wide Electronic Health Record (EHR).

POSITION SUMMARY: Under the supervision of the Quality Improvement Associate Manager, the Administrative Assistant is responsible for supporting QI Department Initiatives: Integration of Meaningful Use of EHR and Convening of Education and Best Practice Quality Events and Peer Forums. In addition the Administrative Assistant will support overall operations of both the IT department and the QI department including grants (application, maintenance, reporting).

The position is an administrative position that will require interaction with health center members and community partners. The candidate must be organized, detail-oriented, and have the reliance to adapt to a rapidly changing environment. In addition, the person must possess excellent written and verbal communication skills. Prior experience with EHR and/or community health centers is strongly preferred. This is a full time position.

PRIMARY DUTIES AND RESPONSIBILITIES:

Data support

Request, collect, enter data and prepare preliminary reports for variety of QI and IT department projects and initiatives.

- Create tracking documents (Excel and other) to capture project metrics.
- Create/ update/edit Visio workflows as requested.
- Update/post information to RCHC website.
- Create and track surveys as requested.

Event/Forum/Training support

Coordinate and support (calendar, schedule, prepare materials, staff, take notes) peer forums as assigned (Medical Directors, Immunization, Emergency Preparedness, Process Improvement Committee, Reporting, EHR/Training, AQICC)

- Create online registration tools, collect/code RSVP's
- Collect, track event logistics
- Prepare event materials
- Attend/ support all QI events (A-V assistance, site logistics, registration, troubleshoot)
- Attend/ support IT events as assigned

Grant support

- Research and provide data needed for applications

- Prepare grant report “infrastructure” (what is needed, from whom, by when, folders timelines, data needed, depts. responsible, etc)

MINIMUM POSITION REQUIREMENTS:

- **EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS:**

- Bachelor or equivalent degree.
- Three-five years experience working health care or experience that relates to the health care industry. Ideal experience within a community-based health center.
- High level skills with Microsoft (MS) Office, including Word, Excel, PowerPoint, and Visio.
- Ability to efficiently plan and organize job tasks and to adapt within a multi-tasking environment under the pressures of time and resource constraints.
- Ability to work effectively as part of a team and coordinate team members and system users.
- Excellent skills in collaboration, problem solving, presentation, and interpersonal communication.
- Fluent in English, with excellent oral and written communication skills.

- **SPECIAL SKILLS/EQUIPMENT:**

- Ability to sit, stand, stoop, reach, lift (up to 20 pounds), bend, etc., hand and wrist dexterity to utilize computer.
- Vision and hearing required to use computer and to attend teleconferences and communicate with members.

- **PHYSICAL REQUIREMENTS:**

- Ownership of a car in good working condition and maintenance of a valid California driver’s license is required due to necessary work related travel within Northern California.
- Occasional travel and coordination of evening and weekend events and functions.
- Occasional early morning, evening or weekend attendance at meetings or events.

SALARY/BENEFITS

1. Salary depends on experience.
2. Non-exempt position.
3. Health, dental, and retirement benefits as outlined in the benefits summary.
4. Paid holidays, paid-time-off (PTO), and sick leave as outlined in the benefits summary.

SUBMIT RESUME TO:

Jobs@rchc.net

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