

TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
HEALTH SERVICES ASSISTANT	CLASSIFIED	GRADE: L MONTHS:
BOARD POLICY REFERENCE: New Position		Board Approved: 1/10/12

JOB DESCRIPTION:

Under general supervision performs complex support services for Student Health Services, requiring technical skills and expertise in *one or more* of the Student Health Services specialized functions; (i.e. student intake procedures for healthcare services mental health, clinical, drug and alcohol and/or athletic services); risk management support (i.e. incident report database management, accident/health insurance claims processing, disaster/emergency preparedness); accounting and budget maintenance; developing and maintaining department publications, web documents, healthcare resource listings, and surveys; organizing events and meetings, participating in program review activities, and managing projects.

SCOPE:

The Health Services Assistant, works within a multi-disciplinary healthcare environment, collaborates with Student Health Services staff, college faculty, classified staff, administrators, students, and community agencies in the delivery of effective health support services. Strong interpersonal and critical thinking skills are applied towards enhancing access to health and social service resources requiring complex intake procedures and/or referrals, with sensitivity towards individuals with physical, mental and social challenges, and multicultural diversity. Problem-solving skills are applied towards supporting District and department risk-management objectives, researching and processing specialized purchases, and designing and maintaining detailed spreadsheets, databases, and student health records in a confidential manner. Provides leadership for department and college-wide projects and events, and provides technical assistance. May train District personnel in specialized skills, (i.e. CPR, QPR, First Aid, District reporting and referral procedures). Trains and supervises STNC and student employees.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Provides intake services for students seeking specialized healthcare resources, including educational interventions, navigational directions, and support services to assure students have their objectives and needs met.
2. Reviews and/or logs incoming reports of incidents (accidents, injuries, behavioral disturbances, etc); may determine priority of severity and response; and communicates effectively to other District stakeholders to assure appropriate response is taken.
3. Organizes department events, in collaboration with relevant District staff, faculty, administrators, students, community agencies and healthcare providers; provides technical support, including facility arrangements, purchasing, creating and distributing marketing materials, communicating with attendees and presenters, facilitating procurement of continuing education and flex credit options as appropriate, coordinate implementation of evaluation tools and prepare reports on outcomes.
4. Maintains department web page, coordinating updates with multiple staff in the department, and creating and/or reviewing documents for uploading by appropriate District staff.

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KEY DUTIES AND RESPONSIBILITIES – Continued

5. Provides leadership in development, training and implementation of department safety plans and emergency preparedness procedures. Maintains needed documentation on required NIMS/SIMS training of department staff; and assists administrators in the development, review and maintenance of disaster response plans.
6. Maintains database, and facilitates stocking of all District First Aid kits; works with District staff to maintain supplies; creates and distributes new kits for new facilities and/or department moves in collaboration with appropriate District staff.
7. Provides technical assistance in the development and maintenance of department policies and procedures; assists administrators with research, document preparation and/or review of District policies.
8. Provides fiscal support services for the department, including creation of purchase orders, researching specialized purchases unique to a healthcare environment, facilitating contract agreements, submitting invoices, maintaining fiscal spreadsheets, and monitoring multiple budgets.
9. Facilitates Student Accident Insurance claims; maintains accurate and detailed records of communications with students, parents, liability insurance carrier, and community healthcare providers as needed. Assesses and notifies Director, Student Health Services and Business Services personnel when cases are at risk for resulting in legal action.
10. Participates in the department's PRPP review process; assists in editing the document.
11. Creates, distributes and formulates analytical reports utilizing electronic survey software (i.e. Survey Monkey, etc) to assist with SLO assessment projects, program outcome measurements, services evaluations, and other surveys upon direction.
12. Utilizes the department's specialized software system to document patient services, support case management functions, and to create reports.

EMPLOYMENT STANDARDS

ABILITY TO:

Serve as an information resource and facilitate access to department, campus and community health services and benefits in an effective manner. Provide leadership and problem-solving skills in analyzing complex operational and/or functional challenges for health services; Provide technical assistance for organizing health screening events, professional development seminars, health surveys and SLO assessment projects; prepare and maintain clear and concise records and program reports utilizing specialized software; create/maintain database for District and/or Behavioral Incident Reports, review incoming reports and initiate communication in a timely manner to the appropriate District staff (EHS, District Police, Facilities, CIRT). Communicate effectively verbally and in writing with a broad range of personnel, students, staff, faculty, administrators, contractors, community agencies and healthcare professionals; create purchase orders, process invoices and track multiple budgets, research specialized medical purchases, assist in processing of professional service contracts; develop tracking systems specific to health services; assist with development and maintenance of internal policy/procedure

Continued

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ABILITY TO – Continued

manuals specific to health regulations; maintain accurate information on community healthcare resource listings and updates to the department web site; design and create brochures, flyers, forms, and media based information materials; handle multiple projects simultaneously, manage time efficiently, and prioritize tasks; may serve as lead worker for projects assigned by direct supervisor; may supervise student health aides and/or other STNC staff related to department functions and projects.

KNOWLEDGE OF:

Principles, methods and techniques of communicating effectively in a multi-disciplinary healthcare environment; working knowledge of confidentiality regulations (i.e. FERPA, HIPAA, & mandated reporting); project coordination and report writing with minimal supervision; working knowledge of technology applications for database management, spreadsheets, accounting, publishing and media; risk management principles and incident reporting, organizational methods as applied to projects, events, and meetings; health insurance claims procedures and requirements.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Associate's Degree and education in an area of relevant knowledge to the assigned work, (i.e. Business Administration, Human Services, Community Health Worker, Behavioral, Social or Health Sciences).

Experience:

Increasingly responsible work in a health and/or human services related field including project coordination, intake services, claims/risk management, accounting and/or other administrative support duties.

LICENSE OR CERTIFICATE:

Preferred:

CPR-First Aid Trainer, QPR –Suicide Prevention Gatekeeper Trainer, NIMS / SIMS training for Disaster Preparedness, Microsoft Office certification, Adobe Suite certification, or Certified Community Health Worker