

TITLE	CLASSIFICATION	SALARY GRADE
HEALTH SERVICES ASSISTANT	CLASSIFIED	GRADE: M
BOARD POLICY REFERENCE:		2015/16 Classification Review

**JOB DESCRIPTION:**

Under general supervision perform support services for Student Health Services, requiring related technical skills and expertise; perform administrative duties requiring initiative, independence, and confidentiality in one or more of the areas of office management, fiscal management, customer relations or other specialized services, including risk management; develop and maintain online and print information.

**SCOPE:**

The Health Services Assistant works within a multi-disciplinary healthcare environment, collaborates with faculty, staff, students, and community agencies in the delivery of effective health support services; assesses situations and coordinates intake procedures and/or referrals; provides administrative and technical support for projects, events and department operations.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.*

1. Provides reception, intake and referral services for students seeking specialized healthcare resources, including educational interventions, navigational directions, and support services; assists with healthcare emergencies involving students, faculty and staff; consults with faculty and staff regarding student health related issues.
2. Processes incident reports; may determine priority of severity and response; and communicates effectively to District faculty, staff and community agencies.
3. Organizes department events, in collaboration with relevant District staff, faculty, students, community agencies and healthcare providers; and provides administrative and technical support.
4. Develops and maintains department web page(s) in coordination with department staff.
5. Provides administrative and technical support for development, training and implementation of department safety plans and emergency preparedness procedures; maintains documentation on required emergency preparedness training of department staff; and assists in the development, and maintenance of disaster response plans.
6. Maintains database and facilitates inventory of District First Aid kits; creates and distributes 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 and purchasing support services for the department, including assisting in developing and monitoring budgets; and participates in department program review and resource planning process.
9. Processes Student Accident Insurance claims; maintains records of communications with students, parents, liability insurance carrier, and community healthcare providers assesses and notifies appropriate individuals for risk management purposes.

**KEY DUTIES AND RESPONSIBILITIES – Continued**

10. Utilizes electronic healthcare information system and other databases to enter data; generates and analyzes reports to support administrative, case management, quality assurance processes.
11. May supervise and train student and short-term, non-continuing (STNC) employees.

**EMPLOYMENT STANDARDS**

**ABILITY TO:**

Perform detailed administrative and technical work in a health services setting; analyze situations accurately and take appropriate action; recognize and respond to healthcare emergencies appropriate to scope of responsibilities; identify problems and recommend solutions; communicate effectively in English (bilingual English/Spanish preferred); deliver presentations; follow and give oral and written directions; develop and maintain confidential records and reports; create purchase orders, process invoices and track multiple budgets, research and procure specialized medical purchases, assist in processing of professional service contracts; work independently with a minimum of supervision; interpret, apply and initiate District policies and procedures; facilitate meetings; maintain cooperative working relationships; interact with the public in a helpful, courteous and friendly manner; demonstrate sensitivity to, and respect for, a diverse population.

**KNOWLEDGE OF:**

Administrative and technical support practices in a multi-disciplinary healthcare environment; working knowledge of confidentiality regulations (i.e. FERPA, HIPAA, & mandated reporting); project coordination and budget management standard office productivity software and specialized systems; risk management principles and incident reporting; healthcare systems, including health insurance—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, with related coursework.

*Experience:*

Increasingly responsible (approximately 2-4 years of full-time equivalent experience) 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.

**SPECIAL REQUIREMENTS:**

This position requires that the incumbent be fully immunized against communicable diseases and documented freedom from active tuberculosis per Center for Disease Control standards.