

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

JOB DESCRIPTION:

Under general supervision perform complex support services for Student Health Services, requiring related technical skills and expertise; perform administrative and technical duties requiring initiative, independence, and confidentiality in more than one 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 Specialist works within a multi-disciplinary healthcare environment, collaborates with faculty, staff, students, and community agencies in the delivery of health support services, including mental health issues; coordinates intake procedures and/or referrals and performs case management duties; and provides administrative and technical support for projects, events and department operations.

DISTINGUISHING CHARACTERISTICS:

The Health Services Specialist is distinguished from the Health Services Assistant by the need to perform specialized duties in regard to student intake procedures and case management for healthcare services, mental health, clinical, drug and alcohol services.

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 intake services for students seeking specialized healthcare resources, including educational interventions, navigational directions, and support services.
2. Processes incident reports; may determine priority of severity and response; and communicates effectively to District faculty, staff and community agencies.
3. Assists with mental health crises and/or psychiatric emergencies involving students, faculty and staff; consults with faculty and staff regarding student behavioral issues.
4. Performs student case management in collaboration with health services professionals.
5. Organizes department events, in collaboration with relevant District staff, faculty, students, community agencies and healthcare providers; and provides administrative support.
6. Develops and maintains department web page(s) in coordination with department staff.
7. 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.
8. 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.
9. 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.
10. Maintains accurate and detailed records of communications with students, parents, liability insurance carrier, and community healthcare providers assesses and notifies appropriate individuals for risk management purposes.
11. Utilizes electronic medical records software to document patient services, support case management functions, and to create reports.

KEY DUTIES AND RESPONSIBILITIES – Continued

12. Provides guidance and assists with crisis stabilization; brings known clinical issues to the attention of mental health interns.
13. May serve as a lead worker to other Classified staff.
14. 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; identify problems and recommend solutions; communicate effectively in English; follow and give oral and written directions; develop and maintain confidential records and reports; create purchase orders, process invoices and track multiple budgets, assist in processing of professional service contracts; work independently with a minimum of supervision; interpret, apply and initiate District policies and procedures; 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; therapeutic and mental health techniques used in triaging emergency situations; 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; 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:

Bachelor's Degree. Significant coursework in Counseling or a health-services related field is preferred.

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.

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.