

TITLE: Health Services Assistant

CLASSIFICATION: Classified

SALARY GRADE: C09

SCOPE OF POSITION:

Under general supervision, collaborates with faculty, staff, students, and community agencies in the delivery of effective health support services; assesses situations and performs 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, and support services.
2. Assists with healthcare emergencies involving students, faculty, and staff. Consults with faculty and staff regarding student health related issues.
3. Processes incident reports, determines priority of severity and response, and communicates effectively to District faculty, staff, and community agencies.
4. Organizes department events, in collaboration with relevant District staff, faculty, students, community agencies, and healthcare providers.
5. Develops and maintains department web page(s) in coordination with department staff.
6. 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. Assists in the development, and maintenance of disaster response plans.
7. Maintains records and facilitates inventory of District First Aid kits and creates and distributes kits for new facilities and/or department moves.
8. Provides technical assistance in the development and maintenance of department policies and procedures. Assists with research, document preparation, and/or review of District policies.
9. Provides fiscal and purchasing support services for the department. 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.
10. Utilizes electronic healthcare information system to enter data. Generates and analyzes reports to support administrative, case management, and quality assurance processes.
11. May lead the work of student and short-term, non-continuing (STNC) employees.

KNOWLEDGE OF:

1. Administrative and technical support practices in a multi-disciplinary healthcare environment.
2. Project and event planning.
3. Basic bookkeeping and fiscal management.

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KNOWLEDGE OF – Continued

4. Risk management principles and incident reporting.
5. Healthcare systems including health insurance procedures and requirements.
6. Relevant local, state, and federal rules and regulations policies and procedures, including working knowledge of confidentiality regulations (e.g., FERPA, HIPAA, & mandated reporting).
7. Applicable technology usage, including standard office productivity software and other appropriate technology.

ABILITY TO:

1. Perform detailed administrative and technical work in a health services setting.
2. Recognize and respond to healthcare emergencies appropriate to scope of responsibilities.
3. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
4. Communicate effectively, both orally and in writing.
5. Exercise appropriate judgement in interactions with others and with work processes.
6. Interact with the public in a helpful, courteous and professional manner.
7. Demonstrate sensitivity to, and respect for, a diverse population.

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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Associate's degree required.

EXPERIENCE:

2+ years of related experience working in health and/or human services.

OTHER REQUIREMENTS:

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

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).