

TITLE: Health Services Specialist

CLASSIFICATION: Classified

SALARY GRADE: C11

SCOPE OF POSITION:

Under general supervision, performs administrative and technical support, office management, fiscal planning assistance and intake services for Student Health Services. Serves as the point person for the District's Incident Reports and Student Accident Insurance Claim management.

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 mental health support and general medical services.
2. Provides direction to students seeking service and triages students.
3. Assists health service professionals with procedural, confidential, and referral services. Records confidential material in student's electronic health files. May assist in performing students' case management in collaboration with health services professionals.
4. Provides fiscal and purchasing support for the department. Assists in developing and monitoring various budgets, including health fee generated funds and grant monies. Generates and monitors personnel action forms (PAFs) and the budget assigned for individual positions.
5. Serves as primary contact for SRJC District's Incident Reports and Student Accident Insurance claims. Maintains injury report records from communications with faculty, staff, students, parents, liability insurance carriers, and community healthcare providers. Assesses and notifies appropriate individuals for risk management and school liability purposes. Serves as point person between individual, school, and carrier.
6. Monitors department purchases and expenditures within approved budget and prepares necessary budget transfers and expenditures. Maintains records for year-end budgeting.
7. Assists with mental health crises and/or emergencies involving students, faculty, and staff. May consult with faculty and staff regarding student behavioral issues.
8. Maintains database and facilitates inventory of District first aid kits. Creates and distributes first aid kits for new facilities and/or departments in collaboration with the appropriate District staff.
9. Provides administrative and technical support activities for the 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.
10. Provides training and supervision of daily clinic operations and ensures compliance with regulatory agencies and rights of all students, faculty, and staff.
11. Organizes department events, in collaboration with relevant District staff, faculty, students, community agencies, and healthcare providers.
12. Supervises and trains student employees.
13. May serve as a lead worker to other classified and short-term/non-continuing (STNC) employees in the area.

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KNOWLEDGE OF:

1. Administrative and technical support practices in a multi-disciplinary healthcare environment.
2. Techniques used in triaging emergencies.
3. Confidentiality regulations (e.g. Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), & other mandated reporting).
4. Project coordination and budget management.
5. Risk management principles and incident reporting.
6. Health insurance claims, procedures, and requirements.
7. Relevant local, state, and federal rules and regulations, policies and procedures.
8. 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. Identify problems and recommend solutions.
3. Interpret, apply, and initiate District policies and procedures.
4. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
5. Communicate effectively, both orally and in writing.
6. Exercise appropriate judgement in interactions with others and with work processes.
7. Interact with the public in a helpful, courteous, and professional manner.
8. 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:

Bachelor's degree required.

EXPERIENCE:

1+ year of experience in a health and/or human services related field including project coordination, electronic health records, claims/risk management, accounting and/or other administrative support duties required.

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](#).