

**HEALTH SERVICES ASSISTANT**

| **Reports to:**  | Director, Health Services |  |  |
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| **Dept:** | Admissions & Student Support | **Range:** | 19 |
| **FLSA:** | Nonexempt | **EEO:**  | Secretarial/Clerical |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under general supervision, perform front counter specialized clerical duties associated with Health Services; provide administrative/organizational support for the Health Services depart­ment and programs; and perform related duties as assigned.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Act as initial Health Services contact person with students, faculty, parents, district staff or the public, either in person, over the telephone or online; receive and screen visitors and resolve problems; provide information and referrals and/or schedule with an appropriate staff member.
2. Order medical and office supplies; prepare and process purchase requisitions; schedule equipment maintenance and repair.
3. Maintain information on medical providers and outside agencies; review accounts and follow up on discrepancies; implement established procedures to ensure payments are made in a timely manner.
4. Process student insurance/international student insurance claims; utilize insurance policies and procedures in order to distill, interpret and explain technical insurance informa­tion to students; obtain and validate information from students to provide proper referrals for treatment; analyze, investigate and troubleshoot issues related to insurance claims; work with risk management staff, liability carriers, patient providers and billing agen­cies to resolve billing issues on the student’s behalf.
5. Provide scheduling support for the Marriage Family Therapist Intern program and provide feedback from intern interactions to MFT Supervisor; triage students into the program; provide in-service training sessions and administrative support to interns.
6. Perform administrative support duties for an assigned supervisor and other medical office staff; arrange and schedule meetings and confer­ences; establish and maintain filing systems; review and proof documents, records and forms for accuracy, completeness and conformance to applic­able rules and regulations; coordinate duplication and distribution of various materials; open and distribute mail; revise and disseminate sche­dules, reports, records and other informa­tion to ensure effective coordin­ation of department or program functions.

### OTHER DUTIES:

1. Compose, prepare and/or type a variety of correspondence, agendas, memoranda, and reports, including material of a confidential nature; record and transcribe minutes from meet­ings.
2. Maintain budget balances; monitor fund expenditures; make reservations and travel arrange­­ments; process travel and expense forms; collect and compile statistical and finan­cial data; prepare personnel requisitions.
3. Provide administrative support to health promotion events; prepare advertising, determine advertising location and reserve location sites; respond to questions and perform signups; follow up with outside participating agencies as needed.
4. Train and provide work direction and guidance to student workers, temporary staff and others as assigned.
5. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Organization, policies and procedures of the healthcare environment; medical terminology and healthcare processes.
2. Modern office practices, procedures and equipment.
3. Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.
4. Applicable sections of the California Education Code, insurance rules and regulations, and other applicable laws and regulations.
5. First aid, CPR and AED.
6. Interpersonal skills using tact, patience and courtesy.
7. Safety policies and safe work practices applicable to the work of Health Services.

### ABILITY TO:

1. Learn, interpret and explain rules, regulations, policies and procedures and apply them in a variety of procedural situations.
2. Triage students and staff in order to refer to appropriate personnel or outside agencies depending on presenting issues or conditions.
3. Multi-task in a high-traffic office; plan and organize work independently; meet schedules and timelines.
4. Operate a computer and standard business software.
5. Make arithmetic calculations quickly and accurately.
6. Communicate effectively both orally and in writing.
7. Train and provide work direction to others.
8. Work confidentially with discretion.
9. Understand and follow written and oral instructions.
10. Determine appropriate means for advertising and recruiting program participants.
11. Resolve problems creatively by utilizing on and off-campus resources.
12. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues
13. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from high school and at least one year of related work experience, or an equivalent combination of training and experience.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

CPR certification is required.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Work direction to student workers and/or temporary staff.

**CONTACTS:**

Medical physician, nurse Practitioner, RNs, Marriage Family Therapist Supervisor, MFT interns, students, staff, faculty, other medical providers, insurance carriers, medical and billing offices, community agencies and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; frequent exposure to hazardous materials such as blood-borne pathogens, bacteria, viruses, solvents and other toxic chemicals and substances that require the use of personal protection equipment including gloves or clothing; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagree­able fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occa­sional local travel may be requested.