

## **HEALTH SERVICES ASSISTANT**

### **DEFINITION**

Under the supervision of the Dean of Student Health & Wellness Centers, serves as a staff assistant in providing support services for Health Center students, and assists healthcare professionals with daily operations, including providing basic first aid as appropriate.

### **TYPICAL DUTIES**

Serves as a resource person by answering questions regarding operation of the Health Center, and assists in creating an aesthetic, warm atmosphere of acceptance; assists with interviewing and intake process; maintains health records of students and office records, maintaining confidentiality of information and materials; receives emergency calls on accidents/illnesses and initiates appropriate triage; assists nurses with emergencies in accordance with college policy; administers first aid; renders routine health care, and orders medical and office supplies; provides specialized services to the disabled students by issuing parking permits and assisting them with personal needs; provides individual assistance to other students and staff; orients students, individually or in groups, to the program and its resources; oversees and/or acts as a lead for temporary classified staff; provides clerical assistance with composing correspondence, filing, record keeping, payroll timesheets, equipment inventory and budgeting; oversees use of center equipment and materials; records and classifies pertinent information; prepares periodic reports; attends appropriate conferences, workshops and staff meetings as assigned; and performs related duties as required.

### **QUALIFICATIONS**

#### **EXPERIENCE**

Two years of experience in a public or private health agency, physician's office or volunteer health agency.

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

#### **EDUCATION**

One year of college classes with an emphasis in allied health may be substituted for up to one year of the required experience.

One year of education is equal to 30 semester units. Education must be from an accredited institution.

#### **SPECIAL REQUIREMENTS**

Within three months of hire, must hold and maintain First Aid, CPR, and AED certification.

#### **KNOWLEDGE OF**

General health center procedures; first aid techniques; and CPR; applicable federal, state and local laws, policies and regulations, and office processes and procedures; modern office practices, procedures and equipment; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles

and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position. Knowledge with computer use including database management.

**ABILITY TO**

Serves as a resource in providing answers to questions regarding clinic operations, services, and assists in creating an aesthetic, warm atmosphere of acceptance. Performs the essential functions of the position; adjust to emergency situations with immediate appropriate action, and administer basic first aid; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and applies applicable federal, state and local laws, policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use technology to effectively perform responsibilities, such as word processing, spreadsheets, databases, and desktop publishing; type/enter data at a speed proficient to complete the duties of the position in a timely manner; order and inventory medical and office supplies and equipment, provide clerical assistance in scheduling appointments data entry, making referrals, placing lab orders, filing and record keeping, payroll timesheets use of Electronic Medical Record programs, adapt to changing technologies; work successfully and collegially with the other district HSA staff and clinic teams. Have an equity-minded focus, responsiveness, and sensitivity to, and understanding of, the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students.

**TYPICAL EQUIPMENT USED (May include, but not limited to)**

Current office technologies such as computers, printers, telephones, copiers and Electronic Medical Records platforms; other equipment common to the field to which the position is assigned.