

Job Description/Title: Health Services Specialist
Approved, Bargaining Unit President: 3/14/08
Approved, MPC Associate Dean, Human Resources: 2/28/2008
Board Approved: 6/24/08

MONTEREY PENINSULA COLLEGE

HEALTH SERVICES SPECIALIST

JOB SUMMARY

Under general supervision, perform varied and responsible duties related to the college healthcare services. Receive limited supervision within a broad framework of standard policies and procedures. Provide responsible and supportive functions to facilitate the effectiveness of the health services office; exercise independent judgment; relieve college Nurse of routine and office detail.

EXAMPLE OF FUNCTIONS

Essential Functions

Within scope of licensure, provide basic health care services and first aid to students and emergency care for faculty, staff and visitors.

Facilitate efficient office operations for the delivery of health services to students in the Health Services Office; provide health related information and assistance to students concerning health problems, services, insurance and related matters.

Respond to medical emergencies with the College Nurse and/or Security; make decisions about appropriate course of action to take within the scope of training; refer complex medical problems to proper authorities.

Maintain inventory and prepare purchase orders for supplies as needed; store and issue supplies and equipment.

Maintain confidential records, activity logs, reports and statistics of student accidents and illnesses.

Operate medical screening equipment for blood pressure, oral temperature, and basic vision screening.

Provide referrals to appropriate medical providers according to established procedures; provide a variety of printed health related information to students and staff.

Maintain records and files related to student insurance, hazard and accident/incident reports; assure completion of forms and prepare student accident/injury reports as needed.

Refer injured or ill employees to Human Resources.

Maintain close communication with the College Nurse on proper procedures for dealing with physical and mental health issues, substance abuse and other related matters.

Arrange for transportation of ill or injured students/staff to Health Services Office by college tram.

Maintain and provide confidential information regarding health services clients to the College Nurse; assist in communicating, under HIPPA regulations, with family, staff, and faculty regarding clients.

Assist students in setting up appointments and complete necessary forms for psychological services; prepare forms, time cards, invoices and maintain records of psychological services.

Compile health services and psychological services statistical data; use appropriate word processing, spreadsheet and/or database programs to prepare reports; enter data; compile and prepare special reports in conformance with established regulations and procedures.

Maintain files, records, forms, mailing lists and other information as required; receive, open and route mail.

Other Functions

Perform other related duties as assigned.

Direct work of student aides; provide work supervision and guidance as assigned.

EMPLOYMENT STANDARDS

Education and Experience

Any combination of education and experience that would indicate possession of the required knowledge, skills and abilities listed herein. Two years of recent relevant work in health services and licensing and certificates as listed below.

Knowledge

Knowledge of: emergency first aid procedures; community agencies and services; administration of vision, blood pressure screening tests; current office practices; practices, procedures and equipment related to primary care health care; record keeping as related to the requirements of health care services; applicable state laws and regulations relating to health care services; word processing, spreadsheet and/or database programs as needed.

Abilities

Ability to: exercise judgment in dealing with emergencies and special health needs of students; administer first aid and respond to emergency situations effectively and efficiently unsupervised; handle emergencies and stressful situations calmly and effectively; triage emergency situations accurately and adopt an effective course of action; interact effectively in a wide variety of situations requiring diplomacy, tact, friendliness, poise and firmness; prioritize tasks and do several tasks simultaneously; use discretion in dealings with staff and student problems and handling confidential records; maintain accurate records and reports; learn to interpret, apply, and explain rules, regulations, policies and procedures in the health services area; understand and carry out oral and written directions; coordinate office activities; accurately and efficiently use a variety of word processing, spreadsheet and/or database programs to create/produce letters, reports, spreadsheets and other documents as needed to fulfill the requirements of the job; learn and successfully use new healthcare services techniques, and various software programs as required to fulfill the requirements of the job; use appropriate and correct English grammar, spelling, and punctuation; establish and maintain effective work relationships with those contacted in the performance of required duties; demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

Physical Effort/Work Environment:

Light to Moderate physical effort handling lightweight parcels up to 15 pounds; frequent standing or walking; and may require squatting, kneeling, and bending; ability to respond quickly to emergency situations; possible exposure to communicable disease, blood borne pathogens, body fluids, and to a wide range of emotional states in course of providing health care services. Indoor/outdoor work environment when responding to emergencies.

License and Certificates

A valid Emergency Medical Technician (EMT) certificate or Certified Nursing Assistant (CNA) or Licensed Practical Nurse (LPN) /Licensed Vocational Nurse (LVN) certificate desirable and a valid First Aid/CPR/AED card is required.