CLASS SPECIFICATION
Health Services Technician

FLSA Status: Nonexempt
EEOC Job Category: Office & Clerical
Union Representation: Represented

GENERAL PURPOSE
Under supervision, performs a variety of semi-skilled clinical assistance and clerical duties assisting medical and nursing staff in a Student Health Services setting and on campus; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Health Services Technicians are responsible for independently performing office clerical and administrative support functions ranging in difficulty from simple to moderately complex requiring general knowledge of medical terminology, procedures and practices, Health Services department policies and procedures and Federal and State regulations related to areas of responsibility, including patient privacy. Assigned work requires a high level of discretion with confidential patient information, the use of judgment in selecting appropriate procedures and solving routine to non-routine problems based on knowledge gained through experience.

Health Services Technician is distinguished from the Office Assistant series in that incumbents in the latter class provides general clerical and office support functions for a department or program while Health Services Technicians must have a general knowledge of medical terminology, processes and procedures.

ESSENTIAL DUTIES AND 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. Assists with direct health care procedures and related tasks; schedules and organizes student flow; greet students, answers, screens and routes telephone calls; takes and distributes messages; greets and directs visitors to the appropriate office or staff member; responds to requests for information, questions and complaints and refers questions and complaints to appropriate staff when necessary; provides general information regarding department policies and procedures to staff, students and the public; performs routing scheduling duties for the department or program.

2. Checks in students, assists in obtaining student health histories, takes and records student’s height, weight, vital signs such as pulse, temperature, respiration, blood pressure and vision tests.

3. Explains treatment procedures to students and prepares students for examinations, treatments and procedures.

4. Gives injections or treatments; performs routine laboratory tests; assists health services personnel with various procedures.
5. Prepares treatment rooms for examinations of students; cleans treatment rooms; instruments and equipment between student visits to maintain infection control; disposes of contaminated supplies; sets up instruments and equipment according to department protocol; cleans sterilizer according to scheduled maintenance program and keeping appropriate records.

6. Updates and files student medical records; assists students in completing insurance forms and helps reconcile insurance claims and payments.

7. Restocks treatment rooms; prepares and maintains health education and other office files, maintains confidentiality of sensitive materials and information, respecting and promoting student rights; assists with updating and monitoring departmental budget and financial records; tracks expenditures; inventories and orders medical supplies and materials; enters daily statistics into a computer database. Processes and tracks requisitions and ensures receipt of orders; orders and keeps an inventory of office supplies and materials; maintains related files.

8. Prepares, updates and maintains a variety of files and records; prepares manual and computer logs of various documents and requests; retrieves, duplicates and distributes copies of reports, forms, records and documents as requested.

9. Schedules meetings, workshops, events and conferences; coordinates arrangements; prepares sign-in sheets, agendas and notices from written or oral instructions; arranges for set-up, refreshments and catering; may attend meetings, take notes and draft minutes; may process reimbursements related to events.

10. Assists with education and health promotion on specified health issues within established parameters. Assists with health tables and outreach activities such as health fairs that provide health information referrals to students in the campus environment, functions as an advocate for student, staff and community.

OTHER DUTIES

1. May provide back-up for other department staff as needed.

QUALIFICATIONS

Knowledge of:

1. First Aid and CPR.

2. Clinical/Administrative procedures.

3. Infection control standards.

4. Appointment scheduling procedures.

5. Inventory management practices.

6. Student charts and student histories.

7. Student screening procedures.

8. Receptionist and telephone techniques.
9. Interpersonal skills using tact, patience and courtesy.

10. Operation of office machines including computer equipment.

**Ability to:**

1. Administer First Aid and CPR.
2. To perform standard clinical procedures according to established protocols.
3. Practice safety, environmental, and/or infection control methods.
4. Maintain calendars and schedule appointments.
5. Maintain student charts and student histories.
6. Follow and carry out out-patient clinical and administrative procedures
7. Communicate effectively both orally and in writing.
8. Establish and maintain cooperative and effective working relationships with others.
9. Maintain records and prepare reports.
10. Lift and/or carry objects weighing up to 25 pounds.
11. Understand and follow oral and written directions.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, the equivalent of a certificate of completion from an accredited medical assistant program and one year experience as a medical assistant in an out-patient facility preferred; or an equivalent combination of training and experience. Bilingual in Spanish or Khmer is desirable.

**Licenses; Certificates; Special Requirements:**

Valid Red Cross Standard First aid and CPR Certificate cards must be obtained before appointment. Valid California driver’s license and a driving record acceptable to the District for insurance purposes. Phlebotomy Certificate.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, employees are regularly required to sit; talk or hear, in person or by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms; Employees are frequently required to walk and stand; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.
Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and understand documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information and skills; perform detailed work with frequent interruptions; work under deadlines; and interact with District management, administrators, staff, students and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.

Revised: August 25, 2010