SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT

JOB TITLE: Health & Wellness Technician

DEFINITION:

Under general supervision of the college nurse, to organize the day-to-day operation of the Health/Wellness Services Office; to assist with communications and the flow of paperwork; to perform a variety of complex medical office-like secretarial, clerical, medical assistant, and basic first aid supportive duties; to provide general support to college nurse/psychological counselor/physician; to process materials not requiring their immediate attention; to prepare documents and materials using automated equipment. This job class requires extensive student, public, staff, and organizational contact; CPR/First Aid certification (or ability to get certification within 60 days of employment); training in basic mental health crisis intervention (completion of community HELPLINE class or the equivalent, OR willingness to get training). This job class is designated “at risk for exposure to bloodborne pathogens” and requires district sponsored OSHA bloodborne pathogen training which includes the option for district sponsored Hepatitis B vaccination.

SUPERVISOR: College Nurse or designee

TYPICAL DUTIES:

- Provides responsible clerical assistance in support of the Health/Wellness Services Office.
- Provides support for the organization of activities, operations and services of the Health/Wellness Services office.
- Supervises the work of student assistants.
- Assists licensed providers regarding student needs.
- Assists with development of health/wellness resources in all media formats – printed, website, etc.
- Establishes and maintains record keeping and filing systems related to the operation of the clinic.
- Operates computers and related office/clinic equipment. Processes purchase requests.
- Performs other related duties as assigned.
DISTINGUISHING CHARACTERISTICS UNIQUE TO HEALTH/WELLNESS SERVICES:

- Works as the primary intake point for students presenting for physical/mental health services under the general direction of the college nurse, psychological counselor or physician.
- Identifies health crisis situations in front office and gives supportive assistance to college nurse and/or psychological counselor during such situations.
- Notifies campus college security and/or the 911 EMS-system during a life-threatening emergency situation.
- Screens student inquiries for appropriate referrals on or off campus.
- Under general direction of the college nurse, provides initial basic First Aid and CPR as certified.
- Handles stressful situations using good judgment.
- Assists the college nurse with processing and maintenance of student and intercollegiate accident reports and accident insurance claims. Serves as liaison for student/intercollegiate accident insurance company; assist students/athletes and/or parents/guardians with insurance processes.
- Assures appropriate appointment scheduling for multidisciplinary student services which include physician, nursing and psychological services.
- Assists wellness professionals in providing service users instructions for use of equipment – automatic blood pressure device, use of “over the counter” medication dispensing device, scales, etc.
- Understands common medical office processes and assists the college nurse with implementation of processes such as minor laboratory, record keeping, and chart maintenance.

EMPLOYMENT STANDARDS

KNOWLEDGE OF:

- Basic First Aid/CPR (maintain certification)
- Medical terminology/basic medical assisting
- Basic health crisis intervention referrals
- Modern office practices, procedures, and equipment; word processing software; writing letters and reports; basic bookkeeping principles; filing systems, receptionist techniques and telephone etiquette.

ABILITY TO:

- Effectively work with a diverse student population with varying abilities and needs.
- Perform a variety of clinically assistive and health support functions.
- Accurately type at 40 words per minute.
- Prepare, operate and maintain office equipment.
- Effectively and tactfully communicate in both oral and written forms.
• Exercise good judgment and discretion in analyzing and resolving confidential, difficult and sensitive situations.
• Learn and impart information and procedures to students and staff.
• Work under general supervision.
• Organize work and set priorities.
• Assist with the organization of events and projects.
• Supervise and train student assistants as assigned.
• Establish and maintain effective work relationships with those contacted in the performance of required duties.
• Establish and maintain accurate record keeping systems, files and other documentation.
• Operate standard office equipment and have a comfortable working knowledge of computers and software programs which include word processing, spreadsheets, and databases.

EDUCATION / EXPERIENCE:

• Minimum of two years experience which includes a combination of medical office management/medical assisting/basic bookkeeping.
• Keyboarding speed of 40 net words per minute (certificate required).
• Employee must sign a confidentiality statement, adhering to HIPAA guidelines applicable to the Health/Wellness Services Office.
• Bilingual including ASL desirable

WORKING CONDITIONS:

• Work is typically performed in a medical office-like environment subject to continual interruptions.
• The work environment is sometimes noisy.

PHYSICAL REQUIREMENTS:

• Employees in this class regularly sit for long periods of time, use hands and fingers to operate electronic keyboard or other office machines; reach with hands and arms; stoop, kneel or crouch to file.
• Speak clearly and distinctly to answer telephones and to provide information; hear and understand voices over telephone and in person.
• Lift up to 40 pounds and carry up to 20 pounds properly.