



**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT
POSITION DESCRIPTION**

POSITION TITLE:	Health & Wellness Technician	
JOB CLASSIFICATION:	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential
	<input type="checkbox"/> Administrator - Classified	<input checked="" type="checkbox"/> Classified
	<input type="checkbox"/> Faculty	
RANGE:	32	
HOURS PER DAY:	Up to 8	
HOURS PER WEEK:	Up to 40	
MONTHS PER YEAR:	Up to 12	
REPORTS TO:	Vice President of Administrative Services or designee	

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

Under general supervision of the college nurse, performs a variety of complex medical and highly responsible office-like secretarial, medical assistant, and basic first aid duties in support of the day to day operations and procedures within the Student Health and Wellness Office. Provides general support to college nurse, psychological counselor, counselor trainees and contracted physician. Employees in this job classification receive limited supervision and may direct, oversee, and review the work of student workers. The support functions of this job class requires the use of critical thinking skills, initiative, organizational skills, problem solving skills, communication skills, the ability to exercise independent judgment, especially in identifying crisis health and safety situations, supporting the licensed providers and interacting with Campus Safety and /or Emergency Medical Personnel during such situations. 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.

TYPICAL DUTIES

- Exercise independent judgment; relieve assigned director of routine administrative actions not requiring his/her immediate attention.
- Perform varied responsible secretarial duties to assist in the coordinating administrative operations in support of the Health/Wellness Services Office.
- Employ a high degree of critical thinking, exercise independent judgment, problem solving, communication skills, organizational skills, and initiative, especially in identifying crisis health and safety situations, supporting the college nurse / psychological counselor and interacting with Campus Safety and / or Emergency Medical Personnel during such situations.

POSITION DESCRIPTION**POSITION TITLE: Health & Wellness Technician**

- Organize, plan, prioritize, and carry out the work of the Student Health & Wellness Office. Receive, handle, and process confidential information and requests ensuring that security and strict rules of confidentiality are maintained.
- Maintain an accurate and detailed calendar of events, due dates, and schedules as they relate to the Student Health & Wellness Office to ensure proper tasks and activities occur as scheduled.
- Manage the student insurance claim processing and maintenance of student and intercollegiate incident reports and insurance claims, serving as liaison for student/insurance provider; assisting students/athletes and/or parents/guardians with the insurance process.
- Maintain records of patient information and documents using both electronic and manual processing methods.
- Manage clinical supplies and pharmaceuticals including ordering needed supplies, equipment, and materials; maintaining appropriate stock levels, out dates, and inventory records.
- Provide support for the organization of activities, operations and services of the Student Health & Wellness office.
- Supervise the work of student assistants.
- Assist licensed providers regarding student needs.
- Assist with development of health/wellness resources in all media formats – printed, website, etc.
- Establish and maintain a variety of office records, logs and filing systems pertaining to assigned operations.
- Operate a variety of standard office equipment such as, copier, computer and printer.
- Act as information source regarding center policies, procedures, and requirements; receiving and interviewing callers and providing information where judgment, knowledge, and interpretations of established procedures/policies are required.
- Maintain and monitor budgetary records and departmental/office personnel records; orders supplies and other needed materials and processes purchase orders, as needed; maintain records of purchase orders, invoices and expenditures to date, and inventories and logs same day as they arrive.
- Compile and prepare information for budget development purposes.
- Work as the primary intake point for students presenting for physical/mental health services under the general direction of the college nurse, psychological counselor or counselor trainee, trainee or contracted physician.
- Receive, handle, and process confidential health information and requests ensuring that security and strict rules of confidentiality be maintained (HIPAA / FERPA).
- Identify health crisis situations in front office and gives supportive assistance to college nurse and/or psychological counselor during such situations.
- Notify campus college security and/or the 911 EMS-system during a life-threatening emergency situation.
- Manage difficult and/or distressed students until licensed clinician is available.
- Under general direction of the college nurse, provide initial basic First Aid and CPR as certified.
- Handle stressful situations using good judgment.
- Assure appropriate appointment scheduling for multidisciplinary student services which include physician, nursing and psychological services.

POSITION DESCRIPTION**POSITION TITLE: Health & Wellness Technician**

- Assist 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.
- Understand common medical office processes and assists the college nurse with implementation of processes such as minor laboratory, record keeping, and chart maintenance.
- Perform other related duties as assigned.

EMPLOYMENT STANDARDS*Knowledge of:*

- Basic First Aid/CPR (maintain certification)
- Medical and health care/terminology/basic medical assisting procedures
- Proper use and operation of specialized medical equipment
- Basic health crisis intervention referrals
- Proper office practices, procedures, and equipment; computer software applications; business correspondence; basic accounting principles; filing systems, receptionist techniques and customer service skills.
- Business English including grammar, punctuation, vocabulary, and spelling.

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 a rate required for successful job performance and accurately transcribe it.
- Prepare and operate specialized medical equipment.
- Effectively and tactfully communicate in both oral and written forms.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Exercise good judgement and discretion in analyzing and resolving confidential, difficult and sensitive situations.
- Compile and maintain the security of confidential information.
- 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.

POSITION DESCRIPTION

POSITION TITLE: Health & Wellness Technician

- Operate standard office equipment and have a comfortable working knowledge of computers and software programs which include word processing, spreadsheets, and databases.

QUALIFICATIONS

Education/Experience Required:

- Minimum of two years experience which includes a combination of medical office management/medical assisting/basic bookkeeping. Associate degree preferred.
- Keyboarding speed of 50 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.

APPROVALS

Date Created/Revised: 11-12-2003/03-30-2016

Cabinet Reviewed: 04-20-2016

Board Approved: 10-12-2016

The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)