

ASSISTANT DIRECTOR, STUDENT HEALTH SERVICES (M13)

DEFINITION

Under administrative direction, assists with planning, organizing coordinating, and providing administrative direction and oversight of major functions and activities of the Student Health Services Department , including the diagnosis and management of medical conditions, related clinical services, acts as liaison to facilitate the relationship of patients with resources of the District and community agencies; provides highly responsible and complex professional assistance to the Director, Student Health Services in areas of expertise: acts as the Director, Student Health Services in his/her absence; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director, Student Health Services. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is an Assistant Department Director classification in the Student Health Services Department. The incumbent oversees, directs, and participates in major activities and programs of the Student Health Services Department, and is responsible for providing professional-level support to the Director, Student Health Services, in a variety of areas. Assists in short-term and long-term planning, development and administration of departmental policies, procedures, and services. Successful performance of the work requires an extensive professional background, as well as skill in coordinating departmental work with that of other District departments and divisions. Responsibilities include performing and directing many of the department's day-to-day administrative functions. Managing episodic illnesses and providing health services to students, staff, and visitors.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Planning, supervising, and coordinating the clinical services on day-to-day basis, including the scheduling of staff, monitoring of daily events, etc.
- Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned functions and programs; recommends , within departmental policy, appropriate service and staffing levels, recommends and administers policies and procedures.
- Assists in managing and participates in the development and administration of the department's budget: directs the forecast of additional funds needed for staffing, material, and supplies; monitors and approves expenditures; direct and implements adjustments as necessary.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to the Director.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assess and monitors work load, administrative and support systems, and internal reporting.
- Assists the Director in researching current health trends and practices, as well as developing and maintaining clinical protocols in accordance with current standards of care.

- Performs medical and psycho-social assessments, interprets diagnostic data, determines diagnosis and develops treatment plans for acute, episodic illnesses, injuries, etc., in accordance with established physician-approved standardized procedures and guidelines.
- Provides instruction to patients, orally and in writing, regarding findings; plans care and instructions for self-care, and follow-up recommendations.
- Maintains and directs the maintenance of medical records and official department files.
- Acts as the Director, Student Health Services in his/her absence.
- Provides a working and learning environment that is free from prohibited discriminations, harassment and retaliation (DHR) and provided by applicable law and District policies. Attends District-mandated DHR training and participates in DHR investigations as directed. Prevents discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.
- Participates in the inventory, ordering, and maintenance of clinical supplies, equipment, and pharmaceuticals.
- Serves as a resource and liaison for the College community on issues of health promotion, including health education presentations, resource material development, organizing outreach activities, and committee membership.
- Provides health-related information to healthcare and social service providers as requested.
- Learns and applies emerging technologies, as necessary, to perform duties in an efficient, organized, and timely manner.
- Maintains a clean and orderly environment to ensure the health and safety of patients.
- Performs general clerical duties, including answering phones, inventory, ordering and distributing medical and office supplies and equipment, copying, filing, recording data, and other support.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal-setting, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles, practices, methods, and procedures in the fields of nursing, medicine, and mental health.
- Clinical management and decision-making.
- California OSHA requirements for healthcare workers.
- Medical records maintenance and report-writing techniques.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Communicable disease epidemiology, prevention and control in accordance with recommendations from local and State public health departments, and the Centers for Disease Control and Prevention
- Health issues common to the community college population.
- Basic first aid, CPR, emergency preparedness.

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques for providing high level of customer service by effectively dealing with the public vendors, students, District staff, including individuals of various ages, disabilities, various socioeconomic and ethnic groups.
- Techniques for effectively representing the District in contact with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- English usage, spelling, vocabulary, grammar, and punctuation.

Skills & Abilities to:

- Assist in developing and implementing goals, objectives, policies, procedures, work standards, internal controls for Student Health Services.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of assigned personnel.
- Select, motivate, and evaluate the work of staff and train in work procedures.
- Effectively represent the District and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Diagnose and manage medical and mental health conditions in accordance with the guidelines of the California Nurse Practice Act with the written Health Services protocols, policies, and procedures.
- Conduct physical examinations
- Collect, organize, record, and communicate data relevant to health assessments, including medical history and physical examinations
- Provide emergency medical care and crisis intervention to students, staff, faculty, and visitors as needed.
- Assist in the selection, scheduling, and orientation of Health Services staff; provide input on performance evaluations of Health Services staff
- Maintain a current knowledge base of clinical health and safety issues; provides recommendations to improve operations
- Assist in researching, developing and revising protocols, policies, and procedures; assists in developing materials for Health Services programs and activities
- Operate medical equipment
- Assist the Director in reviewing and evaluating all services offered by Student Health Services
- Understand scope of authority in making independent decisions.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Perform other related responsibilities

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a Master's Degree in Nursing from a regionally accredited college or university, completion of a Family or Adult Nurse Practitioner Program, as well as three (3) years of experience coordinating the provision of clinical services in a health care setting or private practice, at least of one of which included responsibility for management oversight of a clinic or health center is required.

Preferred Qualifications:

Experience as a manager or supervisor in a student health center or equivalent health care provider is preferred.

Licenses and Certifications:

- Possession of a valid California Board of Registered Nursing License to practice as a Nurse Practitioner with specialty in Family or Adult Care
- Possession of a valid California Furnishing Number issued by the Board of Registered Nursing
- Possession of a California Public Health Certificate
- Current Basic Life Support certificate issued by the American Heart Association
- Possession of a valid California Driver's License

PHYSICAL DEMANDS

Must possess: mobility to work in standard health clinic setting and use standard medical and office equipment, including a computer and a computer screen; to operate a motor vehicle to visit District sites and attend meetings; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary classification: frequent standing in work areas and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office and medical equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve data and file information. Employees must possess the ability to lift, carry, push, and pull material and objects up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees primarily work in a health clinic environment with moderate noise levels, controlled temperature conditions, and direct exposure to hazardous physical substances. Incumbents may be exposed to blood and body fluids when rendering First Aid, CPR, and treating patients. Employees may interact with upset individuals when interpreting and enforcing departmental policies and procedures.