

## **DIRECTOR, STUDENT HEALTH SERVICES**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Student Health Services Department, including physical and mental health, clinical services, health education and outreach efforts, first aid, and crisis intervention services; coordinates and directs communications, services, resources, and information to meet student health needs and ensure smooth and efficient department activities; coordinates assigned activities with other District divisions and departments, officials, and outside agencies; provides highly responsible and complex professional assistance to the Dean, Student Services in areas of expertise.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Dean, Student Services. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a Department Director classification that oversees, directs, and participates in all activities of the Student Health Services Department, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Dean, Student Services in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of health and education policy and District functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other divisions and departments and outside agencies, and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

- Assumes full management responsibility for all Student Health Services Department programs, services, and activities, including review and evaluation of all accidents, emergencies, and crises to determine appropriateness of care provided, necessary follow-up with patients, and communication with Risk Management, Public Safety, Maintenance, staff and faculty, Administration, the Department of Health, policy, and emergency medical services as needed.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within District policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's annual budgets and related grants; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing health services, systems, standards, programs, policies and procedures to meet legal

requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.

- Directs the services and activities of the Health Center; oversees the screening, assessment, and treatment of ill or injured individuals; coordinates the evaluation of medical conditions; ensures proper and accurate identification of and response to illnesses, injuries, and medical emergencies; ensures medical care complies with established health standards.
- Initiates and participates in the development of bid specifications and requests for proposals and the selection of and contract negotiation with outside vendors such as pharmaceuticals, medical supplies, and discounted medical, dental, chiropractic, and radiology services.
- Participates in campus-wide health and safety efforts, including disaster preparedness, automatic external defibrillator program, pandemic flu response, alcohol and other drugs program, crisis management, sexual assault prevention program, and bloodborne pathogen compliance plans; directs and ensures proper administration of clinical laboratory tests; directs activities and personnel to ensure appropriate community resources and referrals for needed health services.
- Plans, organizes, promotes, and directs health education functions and activities to enhance health awareness; develops, implements, and conducts special events concerning bloodborne pathogens, disease prevention, healthful living, and related issues and problems; prepares and delivers oral presentations; directs the preparation and distribution of related informational materials.
- Coordinates health services and related communications and information between District personnel, administrators, students, hospitals, physicians, paramedics, public health agencies, law enforcement organizations, and others; ensures proper and timely resolution of health services issues and conflicts.
- Serves as chair of or participates in a wide variety of District committees and task forces.
- Directs and participates in the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to health services, patients, projects, programs, personnel, financial activities, and assigned duties; ensures mandated reports are submitted to appropriate governmental agencies according to established timelines.
- Attends and participates in professional group meetings and various District committees and advisory groups; stays abreast of new trends and innovations in the fields of student health services, medicine, and other programs and services as they relate to the area of assignment.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Dean, Student Services.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Provides a working and learning environment that is free from prohibited discrimination, 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.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Budget development, administrative principles and practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles, practices, theories, and methods of planning, organizing, and directing college health services, operations, and activities, including physical and mental health, and health education and outreach functions.
- Current healthcare theories, principles, and methods, issues and trends.
- Methods, techniques, and equipment for the assessment illnesses, injuries, and medical emergencies, screenings, and immunizations; preventative measures related to healthcare activities.
- Public health agencies and local healthcare resources.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to student health programs, services, and operations, including CLIA, HIPAA, and California Codes and Regulations related to the practice of nursing, medicine, mental health, pharmacy, consent, care of minors, privacy laws, and mandated reporting laws.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
- Modern office practices, methods, and computer equipment and applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

### **Skills & Abilities to:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the District.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of student health programs, services, and activities.
- Direct health education functions and activities to enhance health and awareness.
- Effectively represent the District and the department in meetings with various healthcare, educational, business, 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.
- Effectively work with, advise, and counsel college students of a diverse academic, socioeconomic cultural, disability, and ethnic backgrounds.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- 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 applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which 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 from a regionally accredited college or university with coursework in nursing, clinical social work, psychology, medicine, or a related field and five (5) years management and/or administrative experience in the field of healthcare services, preferable at an educational institution.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a valid Registered Nurse License in the State of California.
- Possession of a valid Public Health Nurse Certificate in the State of California.
- Possession of a current Basic Life Support Certificate issued by the American Health Association.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard health clinic setting and use standard medical and office equipment, including a computer; 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 frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials 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 rendering first aid, CPR, and/or treating patients. Employees may interact with upset individuals when interpreting and enforcing departmental policies and procedures.