

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~~**College** divisions and departments, officials, and outside agencies; provides highly responsible and complex professional assistance to the Dean, ~~Student Services~~**Access and Wellness** 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.~~**assigned managerial personnel.** 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~~**Access and Wellness** in a variety of administrative, coordinative, analytical, and liaison capacities; **and serves as a technical expert to the college related to health policies.** Successful performance of the work requires knowledge of health and education policy and ~~District~~**College** 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~~**College** goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assumes full management responsibility for all Student Health Services Department programs, services, and activities, including review and evaluation of all accidents, emergencies, and **health** 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~~**affiliated departments, stakeholders, public agencies and emergency** services as needed.
2. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within ~~District~~**College** policy, appropriate budget, service, and staffing levels.
3. 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.
4. 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.
5. 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~~College 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.
 6. Directs the services and activities of the Student Health Services Center; oversees the screening, assessment, and treatment of ~~ill or injured~~ individuals; coordinates the evaluation of ~~medical~~health conditions; ensures proper and accurate identification of and response ~~to of health~~ illnesses, injuries, and ~~medical~~ emergencies; ensures ~~medical~~ care complies with established health standards.
 7. 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.
 8. 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~~blood borne 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.
 9. 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~~health conditions; prepares and delivers oral presentations according to discipline and designates others outside of discipline; directs the preparation and distribution of related informational materials.
 10. Coordinates health services and related communications and information between ~~District~~College 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.
 - ~~11. Serves as chair of or participates in a wide variety of District committees and task forces.~~
 12. 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.
 13. Attends and participates in professional group meetings and various ~~District~~College 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.
 - ~~14. Maintains and directs the maintenance of working and official departmental files.~~
 - ~~15. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.~~
 16. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Dean, Student Services.
 - ~~17. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.~~
 - ~~18. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.~~
 19. 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.

20. Selects, trains, motivates, and directs the assigned 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 procedures; responds to staff questions and concerns.
21. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. **Principles and practices of supporting a diverse, equitable, inclusive, and anti-racist academic, support services and work environment.**
2. 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.
3. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
4. 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.~~
5. Current healthcare theories, principles, **practices, regulations,** and methods, issues and trends.
6. Methods, techniques, and equipment for the assessment **of health** illnesses, injuries, and ~~medical~~ emergencies, screenings, and immunizations; preventative measures related to healthcare activities.
7. Public health agencies and local healthcare resources.
8. Applicable ~~Federal, State~~ **federal, state,** and local laws, regulatory codes, ordinances, **policies,** 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.
9. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
10. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
11. Modern office practices, methods, and computer equipment and applications.
12. ~~English usage, spelling, vocabulary, grammar, and punctuation.~~
13. Techniques for effectively representing the ~~District~~ **College** in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
14. Techniques for providing a high level of customer service by effectively ~~dealing~~ **interacting** with the public, vendors, students, and ~~District~~ **College** staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. ~~Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.~~
2. **Oversee and address gaps in diversity, equity, inclusion and anti-racism in recruitment and retention of students and department personnel and in the provision of services to students and employees**
3. **Articulate and communicate the college's vision and commitment to creating equity, diversity, inclusion and anti-racism in academic, support services and work environment.**
4. **Create and execute resources and programming towards diversity, equity, inclusivity, and anti-racism academic, support services and work environment goals.**
5. **Effectively work with, advise, and counsel college students from diverse academic, socioeconomic cultural, disability, and ethnic backgrounds.**
6. Provide administrative and professional leadership and direction for the department and the ~~District~~ **College.**

7. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- ~~8. Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.~~
- ~~9. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.~~
10. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
11. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- ~~12. Effectively administer a variety of student health programs, services, and activities.~~
- ~~13. Direct health education functions and activities to enhance health and awareness.~~
14. Effectively represent the ~~District~~**College** and the department in meetings with various healthcare, educational, business, professional, regulatory, and legislative organizations.
- ~~15. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.~~
16. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports **reports correspondence, policies, procedures, and other written materials.**
- ~~17. Effectively work with, advise, and counsel college students of a diverse academic, socioeconomic cultural, disability, and ethnic backgrounds.~~
18. Establish and maintain a variety of filing, record keeping, and tracking systems.
19. 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.
20. Operate modern office equipment including computer equipment and specialized software applications programs.
- ~~21. Use English effectively to~~**Effectively** communicate in person, over the telephone, and in writing.
- ~~22. Understand scope of authority in making independent decisions.~~
23. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- 24. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.**
25. 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~~

~~A Master's degree from a regionally accredited college or university with coursework in nursing, clinical social work~~ **and California Public Health Nurse Certificate.**

OR

A Bachelor's degree from a regionally accredited college or university in nursing, a California Public Health Nurse certificate, and a master's degree in health education, sociology, psychology, medicine, or a related field and five (5) years management and **counseling, health care administration, public health,** ~~or administrative experience in the field of healthcare services, preferable at an educational institution~~ **community health.**

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.

Desirable Qualifications:

1. Two (2) years working in a lead or administrative/management capacity in the field of healthcare services, preferable at an educational institution.
2. Proven track record of implementing or overseeing programs and policies relating to diversity, equity, inclusion, and anti-racism, preferably in a minority serving institution such as Hispanic Serving Institution and Asian American Native American Pacific Islander Serving Institution;
OR
3. Proven track record of participating in and leading programs and efforts relating to diversity, equity, inclusion, and anti-racism, preferably a minority serving institution such as Hispanic Serving Institution and Asian American Native American Pacific Islander Serving Institution.

PHYSICAL DEMANDS

Must ~~possess mobility~~ be able to work in a standard health clinic ~~office~~ setting and use standard ~~medical and office equipment, including a computer~~ technological devices; to ~~operate a motor vehicle to visit District~~ communicate with individuals at various College and meeting sites; the ability to understand and attend meetings; vision to read printed comprehend written and electronic materials and a computer screen; and ~~hearing~~ the ability to receive, review, and speech respond to ~~communicate~~ communications in person, before groups, and over the telephone. and through various media. This is ~~partially~~ primarily a sedentary office classification; frequent standing in work areas and walking although movement between work areas ~~is~~ may be 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, occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. ~~Employees~~ Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to ~~50~~ 20 pounds.

ENVIRONMENTAL ELEMENTS

~~Employees primarily~~ Incumbents 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~~ Incumbents may interact with ~~upset~~ agitated individuals when interpreting and enforcing departmental policies and procedures.