



Classification Title: Health Services Specialist

Department:	Health Services	EEO6 Code:	3
Employee Group:	Classified	Salary Grade:	24
Supervision Received From:	Director, Health Services	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Develops, coordinates and implements health education outreach program activities and events for Health Services; develops a variety of health education and promotional materials; coordinates the department’s electronic medical records system.

DISTINGUISHING CHARACTERISTICS.

The Health Services Specialist is distinguished from other administrative support positions by its responsibility for coordinating health education outreach programs and medical records programs.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Coordinates, researches, implements, monitors and evaluates health education programs; conducts outreach and recruitment activities to encourage students and staff to participate in programs, event activities and to enroll in health education/prevention programs offered by Health Services.
2. Develops and distributes health education materials including handouts, flyers, brochures, posters, handbooks, reports and letters; maintains and updates marketing and program information on the District website, department website and social media accounts.
3. Coordinates on-campus events including preparing facilities request forms, work orders and requisitions; works with other District departments and student groups to publicize events; coordinates and participates in event setup; responds to questions and assists in resolving concerns and complaints.
4. Drafts and maintains health education activities budget for Director, Health Services’ approval; initiates purchase of health education expenditures; maintains program tracking databases and files; collects data for or conducts program evaluation, measurement and verification activities; prepares or collects data for statistical, financial, participant and program activity reports.
5. Coordinates and partners with health-related community partners and agencies in addressing health education and to develop/participate in programs at Palomar College.
6. Provides electronic medical records software support and technical training; analyzes, troubleshoots and resolves or coordinates the resolution of software problems and errors with information technology (IT) professionals or software providers; answers technical questions and provides guidance to users on system functionalities and methods for

correcting problems; works with or refers server, network, database or other complex problems to appropriate IT professionals for resolution; develops work process and procedural changes to improve work efficiency and effectiveness and supplement technology solutions; provides system setup and maintenance, prepares for and facilitates ongoing program updates; conducts medical record scanning; creates, manages and removes user profiles and required permissions to allow appropriate user access.

7. Collects, researches and analyzes data and statistics from varying sources for department and grant projects/reports, Health Services program reviews and other documents; develops and updates department manuals, policies and procedures in compliance with federal rules and regulations.

Marginal Functions:

1. Provides clerical support and backup to Health Services administrative support staff including scheduling appointments, preparing treatment rooms and cashiering.
2. May provide guidance and direction in the work of lower-level staff and student workers, including assigning work to lower-level employees and ensuring completeness, accuracy and conformance with District standards.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of increasingly responsible health education, outreach and health information technology experience.

Education/Training: Equivalent to a bachelor's degree from an accredited college or university with a major in public health, social services or a closely related field.

Knowledge of:

1. Principles, practices, concepts and techniques used in community health and community health promotion and education.
2. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
3. Methods and techniques for troubleshooting hardware and software related issues.
4. Research and data analysis techniques.
5. Education, government and community resources available to students.
6. Office administration practices and procedures.
7. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
8. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
9. Health Insurance Portability and Accountability act (HIPAA) regulations as they pertain to client information and records.
10. Federal, state and local laws, regulations and court decisions governing area of assignment.
11. Modern office practices, procedures and equipment including computers and applicable software programs.
12. Practices and procedures of public administration for budgeting, purchasing and recordkeeping.

Skill in:

1. Developing and implementing health education programs including outreach, public speaking and attending events.
2. Communicating information accurately and effectively to staff, students and the public.
3. Developing marketing materials and social media messaging.
4. Representing an employer effectively in interactions with public health agencies and community groups.
5. Maintaining computer systems for the accurate and complete client medical records and case files.
6. Organizing, setting priorities and exercising sound independent judgment within area of assigned responsibility.
7. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.
8. Operating a computer, enterprise software, spreadsheet and word processing software and other standard office equipment.
9. Organizing and maintaining specialized files.
10. Maintaining confidentiality of student files and records.
11. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
12. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
13. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit; stand and walk for long periods; use hands to repetitively finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to lift up to 25 pounds unaided.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.