



**HEALTH SERVICES ASSISTANT**

**SALARY GRADE:** [C1-39](#)

**DEFINITION:**

Under the direction of an assigned supervisor, provide first aid to injured or ill students and staff; serve as a resource and provide health information, support and education to the college community; perform routine health service procedures and maintain related health and medical records.

**EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

Depending upon assignment, duties may include, but are not limited to, the following:

1. Provide first aid to injured or ill students and staff; perform routine health service procedures including taking vital signs and administering pregnancy tests; refer students to the appropriate health agencies regarding medical problems as necessary.
2. Respond to emergencies and other calls regarding injured and ill students and staff members; assess victims at the scene and determine proper action or treatment; activate EMS System (911) as appropriate.
3. Process student accident insurance, foreign student insurance and Worker's Compensation claims; complete and maintain related records.
4. Serve as a resource and provide health information, support and education to the college community.
5. Prepare and maintain incident reports; gather and record information during medical or emergency situations.
6. Prepare and maintain confidential medical records including family planning charts, athletic physical charts and TB tests; prepare and maintain a variety of records and reports related to assigned activities.
7. Answer telephones and maintains appointment book for Health Office staff; schedule meetings and classes as assigned.
8. Prepare requisitions for checks, student accounts, open purchase orders and printing services; resolve related issues as necessary.
9. Operate a computer and other office equipment as assigned; operates various medical equipment as required.
10. Sterilize instruments, counter tops and other areas according to established standards; maintain office inventory and order supplies as needed.
11. Perform related duties as assigned.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

1. First aid, CPR and emergency health care.
2. Medical terminology, procedures and equipment.
3. Immunization compliance policies and procedures.
4. Oral and written communication skills.
5. Modern office practices, procedures and equipment.
6. Record-keeping techniques.

7. Interpersonal skills using tact, patience and courtesy.
8. Inventory methods and practices.
9. College insurance policy claims procedures.
10. Basic clerical procedures.
11. Infectious disease control.

**Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Provide first aid to injured or ill students and staff and provide health information and education to the college community.
3. Serve as a resource and provide health information, support and education to the college community.
4. Perform routine health service procedures and maintain related health and medical records.
5. Receive and process various claims.
6. Communicate effectively both orally and in writing.
7. Maintain records and prepare reports.
8. Operate assigned office and medical equipment.
9. Analyze situations accurately and adopt an effective course of action.
10. Complete work with many interruptions.
11. Establish and maintain cooperative and effective working relationships with others.
12. Work confidentially with discretion.

**Education and Experience**

Any combination equivalent to:

1. Associate's degree in a health-related field.
2. One (1) year experience in a college health office, private physician's office or related experience.

**WORKING CONDITIONS:**

**Environment:**

1. Office environment.
2. Constant interruptions.
3. Emergency call-out.

**Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard and various medical equipment.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling heavy objects up to 30 lbs.

**Hazards:**

1. Contact with blood, blood-borne pathogens and other body fluids.
2. Communicable diseases.

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