



Coordinator Health and Counseling Services

Department: Student Life
FLSA Status: Non-Exempt

Job Status: 1.0 FTE
Reports To: Director of Health Services/Director of Counseling

Grade/Level: N/A

Amount of Travel Required: None

Work Schedule:

Positions Supervised: Student Workers

M-F; 8:30 a.m. - 5:00 p.m.; 12 month. Minimal weekends and evenings as needed.

POSITION SUMMARY:

Under general supervision, provides administrative support to include health and data collection; file creation and maintenance; report preparation, submission and follow-up; document creation and maintenance; clinic invoice construction, submission and follow up; and other related office duties. Performs essential functions personally, through others, or in conjunction with designated personnel or outside vendors/experts.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Essential functions exclude Other Job Function Statement(s).

Essential Functions Statement(s)

Maintains student health and counseling records to include

- assemble and maintain records for all students
- track student medical and counseling records to insure completeness.

Performs general administrative support to include:

- responding to and routing direct or assigned inquiries,
- drafting, editing, reviewing, and or preparing: assigned correspondence and or other related documents,
- generating or processing purchase or reimbursement requisitions and/or work orders for property, building repair or maintenance,
- maintaining an adequate inventory of supplies,
- reconciling budgetary transactions,
- updating and or maintaining assigned calendars.

Maintains office file system.

Acts as the liaison with student insurance provider for lists of insured, collection or billing of premiums.

Bills clinic services to student accounts or insurance provider.

Receives payments, bills accounts, and oversees income generated by activities offered on campus such as various immunizations.

Performs data entry.

Assists staff with patient check-ins and scheduling

Maintains updated records of clinic physicians with current contact information; processes monthly statements for visits.

Creates spreadsheets and forms as necessary for multiple tasks assigned.

Supervises student workers to include: Coordination of interviews and hiring processes with Financial Aid Office. Training students in reception work at front desk and routine department activities. Sets student work schedules, negotiates changes and maintains timesheets. Evaluates student performance at least once annually.

Assists students with scheduling appointments off-campus to include:

- Verify copay/coinsurance
- Provider network coverage
- Scheduling appointment in a timely manner

Processes medical records – sending and receiving according to HIPAA guidelines

Other Job Function Statement(s)

Processes time sheets for all staff, student workers and peer educators.

Other duties as assigned.

POSITION QUALIFICATIONS: (The **minimum** knowledge, skills, abilities, licenses, certifications, and behaviors necessary to perform the essential functions of the job at a fully acceptable level.)

KNOWLEDGE (Defines the mental aspects of the job. Knowledge is obtained through **education, experience, training, licensure, certification, or through a combination of the aforementioned.**)

High School diploma or equivalent; two (2) years related experience preferred.

License or Certification (To include, but not limited to: State requirements, e.g., counselor or nurse; professional certification in a specified discipline, e.g., Certified Public Accountant.) **N/A**

SKILLS (The application of knowledge by the manual, verbal, or mental manipulation of data, words, people, or things necessary to perform the essential functions of the job.)

To fully meet job expectations, the incumbent must:

- utilize Microsoft Office (Word, Excel, Outlook, PowerPoint) or appropriate alternative software to the extent required to effectively perform the essential functions;
- communicate effectively using a variety of styles and techniques appropriate to inform or persuade the intended audience.

- Train and effectively use electronic health records and other college related software/systems.

ABILITIES (Natural talents, developed proficiencies, and or other job-related requirements. This section includes observable behaviors or behaviors that produce observable results necessary to perform the essential functions of the job.)

To fully meet job expectations, the incumbent must have the ability to:

- maintain regular and consistent attendance and arrive on time;
- solve problems, develop, plan and implement goals, organize work or assigned projects, follow instructions;
- complete tasks accurately and thoroughly on or before deadline(s);
- obtain, maintain, and apply knowledge of applicable federal and state guidelines to ensure compliance;
- establish and maintain a good rapport with all levels of employees to include: working willingly, effectively and acting/dressing professionally, and complying with College policy;
- maintain confidentiality regarding sensitive matters;
- model high standards of honesty, integrity, trust, ethical behavior.

PHYSICAL REQUIREMENTS:

Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting (up to 20 pounds) associated with the job duties is required.

WORK ENVIRONMENT:

Typical environment is an office setting with moderate noise.

Disclaimer: The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. ***It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities.*** Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Executive Signature: _____ Date: _____