

CLINICAL ASSISTANT-STUDENT HEALTH CLINIC

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator, performs a variety of daily functions associated with standard clinical assistance work as well as functions which are in accordance with the scope of practice as delineated by the Medical Board of the State of California and under the supervision of a licensed professional when performing direct patient care. Performs clerical duties in support of Student Health Clinic operations. Performs related duties as assigned.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Assists with patient flow, including escorting patients to clinical areas and instructing them on how to prepare for examinations or medical treatments. *
2. Prepares examination and treatment rooms, including changing linens, setting up treatment trays and sterilizing and setting up instrument trays and equipment, as required.*
3. Collects, records and monitors patient data and routine measurements, such as height, weight, temperature and respirations and vital signs such as blood pressure and pulse.*
4. Assists licensed professionals in the delivery of health care services; performs peak flow vision screening and hearing tests, administers medications or immunizations by intramuscular, intradermal, or subcutaneous; performs finger sticks for blood glucose or hemoglobin screening; collects and processes specimens for laboratory. *
5. Ensures patient rights to privacy, safety and confidentiality are maintained following Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), and other guidelines. *
6. Ensures health care delivery areas are fully stocked, organized, clean and disinfected as necessary. *
7. Orders supplies as needed. *
8. Provides a wide range of clerical functions in support of the Student Health Clinic, including but not limited to, providing information, assistance and guidance in person, by telephone and/or electronic technology to students, faculty, staff and the general public in a pleasant and helpful manner; types letters or other materials from rough drafts or clear copy; compiles information from various sources and types on a variety of standardized forms; assembles files and duplicates materials; answers phones, refers callers and takes messages; schedules appointments; locates and distributes medical records to practitioners. *
9. Checks and reviews data for completeness and conformance with established regulations and procedures. *
10. Provides assistance to and backs up co-workers and other staff within the department, as necessary. *
11. Enters immunization records into California Immunization Registry (CAIR) database. *

12. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
13. May assist in the processing and filing of medical and insurance documents.
14. May train and provide work direction to student workers and temporary, short-term employees.
15. May serve on a variety of District committees as requested.
16. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- High School Graduate or General Educational Development (GED); **AND**
- Completion of a Medical Assistant Program; **AND**
- One (1) year of experience working in the medical field.
- Or, any combination of education and experience which would provide the required qualifications for the position.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- Medical Assistant Program Certificate or Medical Assistant Front and Back Office Program Certificate.
- Current Cardiopulmonary Resuscitation (CPR) Certificate.
- Tuberculosis (TB) screening clearance to be updated annually.

DESIRED QUALIFICATIONS:

- Completion of a Medical Assistant Front and Back Office Program.
- Medical terminology and office procedure background.

KNOWLEDGE, SKILLS, AND ABILITIES: (*May be acquired through education, training and/or experience.*)

Knowledge of:

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulation laws, and Board policies, and procedures governing the District.
- Basic clinic operations and organization.
- Patient scheduling and reception techniques.
- Receptionist and telephone techniques.
- Medical terminology and resources.
- Medical assistant procedures.
- Use and maintenance of medical supplies and equipment.
- Health promotion and prevention of illness and injury principles.
- Interpersonal skills using tact, patience and courtesy.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.

- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, and equipment including filing, computers, peripheral equipment, and a variety of software applications.
- Microsoft Office Suite (Word, Excel, Outlook).

Ability to:

- Perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures.
- Integrate local, state, and federal laws and regulations.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures.
- Greet the public, students and staff respectfully and respond intelligently to questions.
- Listen effectively to students and/or staff with medical and/or psychological problems.
- Learn clinical assistance methods and techniques.
- Understand and use basic medical assistance terminology to support practitioners and follow instructions accurately and efficiently.
- Perform clinical assistance activities.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Handle instruments and equipment properly.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Keep accurate records.
- Maintain and follow schedules and calendars.
- Use problem solving skills.
- Make necessary mathematical calculations rapidly and accurately.
- Demonstrate sensitivity to, and respect for, diverse populations.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Establish and maintain cooperative relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student



Class Code: C189.100

Salary Range – CSEA 19 – Non-Exempt

populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.