

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 College divisions and departments, officials, and outside agencies.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the 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 planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Dean, 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 College functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering 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 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 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 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 individuals; coordinates the evaluation of health conditions; ensures proper and accurate identification of and response of health illnesses, injuries, and medical-emergencies; ensures 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 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 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 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. 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.
 12. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned.
 13. 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.

14. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
15. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
17. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
18. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
19. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
20. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic 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.
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 emergencies, screenings, and immunizations; preventative measures related to healthcare activities.
7. Public health agencies and local healthcare resources.
8. Applicable 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, 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 related to the work.

12. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
13. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Effectively work with, advise, and counsel college students from diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.
5. Provide administrative and professional leadership and direction for the department and the College.
6. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
7. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
8. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
9. Effectively represent the College and the department in meetings with various healthcare, educational, business, professional, regulatory, and legislative organizations.
10. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical reports, correspondence, policies, procedures, and other written materials.
11. Establish and maintain a variety of filing, record keeping, and tracking systems.
12. 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.
13. Communicate effectively through various modalities.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
15. Learn and apply emerging technologies as necessary to perform duties in an efficient, organized, and timely manner.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Master's degree from a regionally accredited college or university in nursing and a California Public Health Nurse Certificate.

OR

1. Bachelor's degree from a regionally accredited college or university in nursing, a California Public Health Nurse certificate, and a Master's degree from a regionally accredited college or university in health education, sociology, psychology, counseling, health care administration, public health, or community health.

Licenses and Certifications:

1. Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
2. Possession of a valid Registered Nurse License in the State of California.

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 or policies relating to diversity, equity, inclusion, and anti-racism, preferably in a minority serving institution such as an institution that serves Hispanic (HSI), Asian American, and Native American Pacific Islander (AANAPISI) students; OR
3. Proven track record of participating in programs relating to diversity, equity, inclusion, and anti-racism, preferably a minority serving institution such as an institution that serves Hispanic (HSI), Asian American, and Native American Pacific Islander (AANAPISI) students.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including a computer technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

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. Incumbents may interact with agitated individuals when interpreting and enforcing departmental policies and procedures.

Amended: 4/2022; 8/2023