



Health Services Associate

Job Family: Health Services	Sub Family: Generalist	Career Track and Level: TAS 2
Job Code: HEALTHSRVCGENTAS2	Job Series: 28315	FLSA Category: NON-EXEMPT

Job Family

Health Services: Promotes a healthy and productive University community. Supports and provides healthcare, health education, wellness programs, and health promotion to the University and surrounding community. Provides the community with clinical care such as physical therapy, health assessments, and mental health counseling. Organizes educational programming, distributes educational material to the community to promote healthy lifestyles.

Sub Family

Generalist: Supports the general administrative functions in a health care setting, including answering phones, greeting/referring/assisting patients, staff, or others, preparing documents and reports, compiling records, scheduling appointments and checking in patients.

Job Responsibilities

- Represents a first line liaison in a health care setting. Responds to non-routine inquiries requiring technical and/or clinical office practices and procedure knowledge.
- Utilizes clinical office policies, practices, and procedures to answer questions and resolve problems and issues.
- Coordinates complex appointments that require judgment in determining and prioritizing activities to meet desired results.
- Performs a variety of administrative duties regarding patient scheduling and/or patient records and/or reports. Duties may include activities such as updating patient records, register, schedule, check in patients, and the processing of health assessments while adhering to HIPAA compliance guidelines.
- Coordinates work orders.
- Creates and oversees departmental files, databases, and reports.
- Maintains office and/or laboratory supplies and inventory.
- Verifies enrollment and client payment information in various clinical systems

Role

- Works under limited supervision in performing job responsibilities.
- Applies technical or process knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge.



Impact and Complexity

- Performs job responsibilities working within guidelines or traditional practice. May organize, set priorities, schedule, and review work of student workers or volunteers. Exercises judgment in prioritizing, planning, and organizing own work within time, process, and results requirements; has some flexibility to modify workflow based on need and circumstances.
- Decisions made address non-routine questions and situations, often requiring investigation and/or research of precedents. Demonstrates ability to triage conflicting priorities and handle sensitive situations with tact and diplomacy.

Requirements

Familiarity with medical, clinical, mental health, and/or social work environment required. Knowledge of standard administrative procedures and practices, office equipment, and computer software typically obtained by a high school degree or GED or equivalent and a minimum of 2 years related experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure will apply at the position level.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.