Health Services Specialist

<table>
<thead>
<tr>
<th>Job Family:</th>
<th>Sub Family:</th>
<th>Career Track and Level:</th>
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</thead>
<tbody>
<tr>
<td>Health Services</td>
<td>Generalist</td>
<td>TAS 3</td>
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<td>Job Code:</td>
<td>Job Series:</td>
<td>FLSA Category:</td>
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<td>HEALTHSRVCGENTAS3</td>
<td>28316</td>
<td>NON-EXEMPT</td>
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</tbody>
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**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**

- May supervise or oversee the work of Technical & Administrative Support staff. May lead training activities.
- Resolves complex and unique problems in a clinical setting that requires an ability to interpret established policies and procedures.
- Oversees department unit administrative processes.
- Assist with preparing/creating informational presentations in a clinical setting.
- Composes and edits internal and external correspondence, documents and reports, while adhering to HIPAA compliance guidelines.
- Assist with difficult situations with patients; guide and direct clinical staff to proper resources.
- Manage staffing coverage of other TAS employees

**Role**

- Fully proficient in applying established standards for the job.
- Applies advanced technical or process knowledge; requires ability to utilize diverse but conventional methods, techniques, or approaches to meet specific needs of an assignment.
- May supervise or oversee the work of other TAS employees.
Impact and Complexity

• Performs job responsibilities through use of specialized tools, job experience, and established standards. Often organizes, sets priorities, schedules, and reviews work of other TAS staff. Prioritizes, plans, and organizes own work within time, process, and results requirements; determines processes and sequences to follow based on needs and urgency required by the circumstances.

• Uses experience and expertise to anticipate department/clinic’s needs, and handles the situation or identifies appropriate resource. Problems and issues faced are complex and occasionally ill-defined and may need some analysis to understand. Demonstrates sound judgment and decision making in situations requiring assessment interpretation and analysis.

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 3-5 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.