

## SECTION 1. POSITION INFORMATION

<b>a. Class No./Title:</b> 0107 - Administrative Program Assist	<b>b. Competency Level:</b>
<b>c. Effective Date</b> 4/1/2013	<b>d. Position No:</b> H99890 - Old
<b>e. Working Title:</b> Administrative Program Assistant	<b>f. Work Unit:</b> Student Health
<b>g. Agency No.:</b> 58018	<b>h. Agency Name:</b> Oregon Tech
<b>i. Employee:</b>	<b>Supervisor:</b> Gaylyn Maurer
<b>j. Work Location:</b> Klamath Falls, ISHC	
<b>k. Position :</b> Full Time Academic Year Regular Hours	
<b>l. FLSA:</b> Non-Exempt	<b>Eligible for Overtime:</b> Yes

## SECTION 2. PROGRAMMING INFORMATION

**a. Describe the program in which this job exists. Include program purpose, who is affected and scope. Include relationship to institutional mission.**

The mission of the Oregon Tech Integrated Student Health Center is to support students by providing tools which encourage them to be knowledgeable about and actively invested in the benefits of self-care and choosing well to maintain their physical and emotional wellness.

**b. Describe the purpose of this position and how it functions within this program by completing this statement:**

The purpose of the Administrative Program Assistant is to support the programs of the Integrated Student Health Center. This is accomplished by providing clerical, administrative and technical support to the Administrative Director and the other members of the Integrated Student Health Center team. As a front line staff, the Administrative Program Assistant projects an image of care, assistance and support to students, staff and the general public.

This position places a high value on the dignity and worth of the students and staff and shows evidence of responsibility and adherence to confidentiality. Demonstrates sensitivity to the needs of diverse student groups, i.e. older students, international students, gay, bisexual and lesbian students, ethnically diverse students, disabled students and other populations. The incumbent is able to work well under high levels of stress and able to problem solve in a small work area with other team members. This position represents the Integrated Student Health Center in a professional manner in speech, appearance/dress, and actions.

## SECTION 3. DUTIES

**a. Major Duties**

#### 10% - Customer Service for students, parents, other employees

This position requires knowledge of the student insurance programs, including the ability to restate the coverage in plain language so students know their coverage and financial obligations. Knowledge of the Affordable Health Care Act, a federally mandated law, is necessary to explain how the Act and the student insurance coverage are connected. The incumbent represents the ISHC to the public in meetings off campus as well as to other campus employees. Coordinate with Student Health Center and insurance providers to reconcile invoices and coverage issues, ensure coverage is properly applied or waived per the student's request, and provide information to students regarding questions, claims and explanation of policies and benefits. The incumbent also works with Student Affairs and the Business Office to ensure international students are covered if they choose or coverage is waived if desired. This involves extensive knowledge of the vendor websites and also knowledge of the process necessary for credentialing the Student Health Center and the Nurse Practitioner in order to be considered as preferred providers for insurance plans. Work with vendors as necessary to create emails, flyers and postcards for informing students of changes to coverage benefits. This requires substantial knowledge of the different vendors, what services are being provided for the students and how to work in different software programs.

#### 40% - Monitoring Compliance

The incumbent is responsible for ensuring accurate billing and record keeping for student holds in Banner SIS. This includes reviewing immunization compliance, running reports, processing invoices, keeping Banner current with information regarding holds and sending out pre-registration mailings to students for all campus locations. Oversee the process for reviewing incoming health history forms of new, transferring and re-enrolling students ensuring all information is correct and entered into the database accurately.

#### 20% - Student Health Center Administrative Duties

Coordinate and provide general oversight for the Office Specialist 2 (OS2) and student workers. This position oversees those who work directly in a customer service-related position and provides a higher level of authority when questions are not being answered satisfactorily for the student or parent. Oversee the maintenance of all department and confidential medical records including the purging and archiving of such records. Update and maintain medical codes in database and oversee the general office functions to ensure all visitors to the clinic are treated in a respectful and professional manner. This position participates in meetings and on committees with personnel regarding insurance issues providing solutions for the Oregon Student Health Centers, and meets with program administrators regarding immunization requirements for externships and clinics. This position also interprets laws, rules and policies to create and update policies and procedures within the ISHC. This involves collaboration with ISHC personnel and other staff members.

#### 23% - Budgeting/Accounting

Reconcile monthly budgets for multiple indices, prepare and create reports, graphs and summaries for the Administrative Director for evaluation purposes on a monthly basis and when needed, and reconciles lab charges to student accounts ensuring all labs/tests charged to the account have been received. Process accounts payable and reimbursements, reconcile procurement card charges monthly, set the fee schedule for upcoming academic year and maintain the price agreements, cost of supplies and vendor information. Process leave requests and submit payroll.

#### 2% - Presentations

Provide educational presentations to various groups regarding student health insurance, required immunizations and clinical services. These presentations are given on the Klamath Falls and Wilsonville campuses, and for the Chemeketa and La Grande ODS programs on their campuses. Each presentation is specifically designed to present the appropriate information to audience members that also includes parents, OHSU Nursing students and students going on extern programs. The incumbent must be prepared to answer questions and make appropriate referrals.

#### 2% - Continuing Education

Exchange information and ideas with other health service members to promote continuity of services and exchange information and ideas with other university health services. Develop new programs, ideas and resources as needs

evolve and update skills and knowledge by attending conferences, workshops, trainings, in-service and study. Actively participate in staff meetings and in-service programs and assist with staff development by ensuring new information from trainings is shared in meetings. Continually promote ways for improvement in the clinic.

**2% - Assist Nursing and Other Professional Staff Members**

Work with psychiatric nurse practitioner and massage therapist to create contracts for these services for review and approval by the Director and follow up to ensure contracts are completed per policy. Coordinate with Health Educator to schedule programs on campus and provide the necessary supplies and make sure reminders are sent for the annual Health Fair. Coordinate with health center staff members to schedule outreach on campus and work with IT to provide outreach to Wilsonville campus via video conferences. Coordinate with advisers for extern program, RCP, La Grande ODS and Chemeketa ODS regarding immunizations required for these programs including reviewing records, communicating with outside resources and providing follow-up contact to ensure policies are being adhered to. Work with the nurse, as a backup person, to maintain inventory levels for supplies and order as needed. Assist when needed with reading and recording PPD skin tests, cleaning equipment and rooms and picking up supplies.

**b. Marginal Duties**

**1% - Technical Support**

Coordinate the technical support activities for the student health center. This includes implementing new software programs and their associated links with existing programs, solving problems or knowing how to continue the efficient flow of the clinic if the system fails, maintaining and updating the ISHC web page for the university and work with the IT staff members to update or create new processes in Banner.

**SECTION 4. WORKING CONDITIONS**

**Describe special working conditions, if any, that is a regular part of the job. Include frequency of exposure to these conditions.**

Occasional exposure to communicable diseases and infectious materials when dealing with ill clients and handling of lab samples.

**SECTION 5. GUIDELINES**

**a. List any established guidelines used to perform the job, such as state and federal laws or regulations, policies, manuals or desk procedures.**

- OSHA Bloodborne Pathogen guidelines
- Integrated Student Health Service Office Procedure Manual
- Medical Terminology Dictionary
- CPT and ICD-10 Coding Manuals
- HIPAA guidelines
- FERPA guidelines
- State of Oregon Contraceptive Care manual

**b. How are these guidelines used to perform the job?**

- To protect self and others from exposure to blood and other potentially infectious materials.
- To perform job in a correct and consistent manner.
- To use correct medical terminology to understand medical records, transcription and medical needs of clients.
- Protect client confidentiality.
- Use guidelines to ensure reimbursement of services and supplies.

**SECTION 6. WORK CONTACTS**

**With whom outside of co-workers in this work unit must this position regularly come into contact?**

Who Contacted	How	Purpose	How Often
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Vendors	Phone, email, occasionally in person	To ensure the accurate communication of information	As Needed
OUS Student Health Center staff members	Phone, email, in person	Coordinating with other school health centers regarding student health issues.	Twice Monthly

## **SECTION 7. JOB-RELATED DECISION MAKING**

**Describe the kinds of decisions likely to be made by this position. Indicate the affect of these decisions where possible.**

Administrative Program Assistant will make decisions regarding collaboration with and billing of students health insurance. Make decisions regarding updates, billing, and training. Collaboration with departments on campus regarding international students to meet their admissions requirements.

Assist OS2, as needed, in making the initial evaluation of student's health needs when they call or come into the Health Center.

## **SECTION 8. REVIEW OF WORK**

**Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?**

The Administrative Director of the Integrated Student Health Center works with and reviews the work of the Administrative Program Assistant on a weekly basis. The staff members have weekly staff meetings to discuss problems and to keep advised of changes in the work setting. A performance evaluation is done at the end of a trial service period and at least annually.

## **SECTION 9. ADDITIONAL JOB-RELATED INFORMATION**

**Any other comments that would add to the understanding of this position:**

This person must be willing and able to adapt to change in a rapidly changing health care environment; for example, he/she will be required to understand and utilize new technology and processes as they are adopted (e.g., electronic health records systems, new health insurance contracts, and other equipment).

We exist in a teaching environment. This person must be willing and able to work with students as clients and as students in clinic, assisting them in their education process.

The incumbent must thrive in a busy, interdisciplinary practice and understand and respect the uniqueness of each student. Collaboration and respect are valued.