SUPERVISOR, STUDENT HEALTH CENTER

GENERAL DESCRIPTION OF CLASS

Under the direction of an assigned administrator or manager, plans, coordinates, and supervises the day-to-day operations of the Student Health Center. The incumbent ensures efficient, compliant, and student-focused services. This confidential, high-responsibility role applies independent judgment to interpret and implement District policies, college procedures, and regulatory requirements (e.g., HIPAA, FERPA, Title IX, insurance billing). Supervises front office support staff, oversees coverage and activities, develops operational policies, performs administrative, and clinical support functions under licensed supervision, and serves as a key liaison across campus and with external partners, promoting a positive image of the clinic and the District.

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. Supervise and support Student Health Center staff, including front-desk staff, medical assistants, student employees, and temporary staff; assign and review work, establish performance standards.*
2. Review and evaluate the work of employees for effectiveness, completeness, accuracy, and adherence to required functions and departmental policies and procedures' offer advice and assistance as needed.*
3. Act as the primary contact and remain current on Student Health Clinic issues and operations, complaints, situations and/or conditions of special interest or activities; exercise the use of independent judgment concerning matters requiring attention of the assigned administrator to ensure timely action to resolve problems and/or concerns.*
4. Manage daily operations, including patient intake, scheduling, front-desk functions, room assignments, medical records, data entry, billing, and use of medical software; monitor and improve workflow to enhance service, reduce wait times, and ensure regulatory compliance. *
5. Manages and provides direct supervision to assigned classified and staff; supervisory duties include instructing, planning, and assigning work, maintaining standards, coordinating activities, selecting and hiring new employees, acting on employee problems, and recommending employee discipline up to and including termination as appropriate and in accordance with the collective bargaining agreements (CBAs); evaluates the work of subordinates for completeness, accuracy, and compliance; mentors staff, offers advice, and guidance as needed.*
6. Provide direct clinical support, including greeting students, escorting them to exam rooms and coordinating referrals.*
7. Provides technical support while maintaining a high degree of confidentiality; provides information, assistance, and guidance to faculty, management staff, students and the

public in person and through a variety of communication modalities including but not limited to telephone, email, online, text messages, and messaging platforms employed by the District. *

8. Maintain immunization records and assist with TB testing for students and staff.*
9. Develop, implement, and update clinic policies and procedures; ensure compliance with federal, state, and District regulations (HIPAA, FERPA, Title IX); review patient records for accuracy and completeness; maintain confidentiality and security of electronic and paper medical records.*
10. Coordinate equipment and supply orders, track inventory, manage vendor relationships, monitor budgets, and recommend resource allocations to ensure efficient operations. *
11. Initiate, answer, screen, and route calls; assist and direct visitors; log messages; manage office and medical supplies and equipment; independently respond to and initiate correspondence as appropriate.*
12. Assists with budget development and preparation; tracks and monitors budget data, augmentations, and expenditures; compiles financial reports and operational metrics for leadership; creates purchase orders, reconciles deposits, donations, and other funds; and maintains accurate financial and asset records.*
13. Establishes and maintains files pertaining to students and/or student athlete accident or injury incidents, may process claims or serve as a liaison between college and insurance provider, creates and maintains accident reports in accordance with District policies and procedures.*
14. Coordinates with Facilities, Planning and Management Department to complete facility use requests, key requests, and maintenance or repair work orders to ensure a safe, functional, and well-maintained facility.*
15. Updates materials, forms, and website content to ensure accuracy, accessibility, and alignment with current services, policies, and college standards.*
16. Ensures accurate and timely dissemination of information concerning campus policies and procedures to staff, students, and the public. *
17. Act as lead in the absence of the Director, making operational decisions, resolving escalated student or staff issues, approving schedules, and overseeing day-to-day clinic functions.*
18. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
19. Works effectively within the culture and processes used in educational organizations. *
20. Attends and participates in District, college, and staff committees, meetings, trainings, workshops, conferences, and professional development opportunities, as appropriate.
21. May serve on a variety of District and college committees, as requested.
22. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS
EDUCATION/EXPERIENCE:

- Associate degree* **AND**
- Three (3) years of experience directly related to the duties and responsibilities of the position.
- One (1) year of experience in a supervisory or lead position.
- Or, any combination of education and experience which would provide the required qualifications for the position.

*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

DESIRED QUALIFICATIONS:

- Strong medical terminology and office procedure background.
- Previous experience in a higher educational setting working for an administrator or manager.
- Bilingual skills or demonstrated cultural competency in working with diverse student populations.

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

- Medical Assistant Program Certificate or Medical Assistant Front and Back Office Program Certificate
- Current Healthcare Provider CPR (BLS) Certificate.
- TB screening required annually.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

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.
- Laws and ordinances related to the area of assignment.
- Theories, principles, and best practices in supervision and training of assigned staff.
- Modern and medical front office practices procedures and equipment.
- Letter and report writing techniques including the elements of proper grammar usage spelling.
- Medical terminology, abbreviations and ethical and legal rules and regulations.
- Medical assisting.
- Medical filing practices and systems; applicable state and federal laws, regulations and guidelines including FERPA, OSHA, HIPAA and CLIA.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Composing, proofreading, and preparing correspondence.
- Modern office practices, methods, and techniques related to the area of the assignment.
- Methods and techniques of record keeping, filing, file sharing, and filing systems.
- Microsoft Office Suite (Word, Excel, Outlook).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures.
- Integrate local, state, and federal laws and regulations.
- Ensure compliance with all laws, regulations, and policies through effective office supervision and leadership.

- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures.
- Coordinate the activities of a medical front office.
- Triage patients in order to refer to appropriate personnel or outside agency depending on presenting issues or conditions.
- Understand and utilize medical terminology.
- Analyze and research problems and make appropriate recommendations.
- Acquire and maintain technical knowledge of modern office procedures, equipment and computer programs including purchase recommendations.
- Work independently with an emphasis on detail; prioritize workload and meet deadlines; make decisions.
- Independently apply good judgment and discretion in analyzing and resolving confidential, difficult and sensitive situations; demonstrate clear evidence of sensitivity to and understanding the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.
- Establish and maintain cooperative relationships with those contacted during the course of work.
- Take accurate minutes of meetings.
- Work in a fast-paced environment under pressure of deadlines.
- Direct and evaluate the work of others.
- Provide leadership and work direction to assigned staff.
- Communicate professionally in confrontational situations.
- Demonstrate a commitment to supporting faculty and educational administrators in development of best practices in assessment of student academic achievement, student learning outcomes, program review, and validation of accreditation standards.
- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Update and maintain files, file sharing, filing systems, and records accurately and completely.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Demonstrate proficiency in utilizing computer applications, such as statistical spreadsheets, word processing, creating, and maintaining databases.
- Demonstrate a sensitivity to, and an understanding of, the diverse academic, socioeconomic, and ethnic backgrounds of staff, students, and the public.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Understand and carry out verbal and written instructions and direction.
- Work with diverse populations.
- Establish and maintain cooperative and working 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 incumbent in this class provides supervision, work direction, and guidance to assigned classified staff, student workers, student assistants, and/or short-term, temporary employees. The incumbent in this class receives 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; 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. May require standing, walking between offices/clinic rooms, lifting/moving medical supplies/equipment up to 25 lbs. - Must adhere to strict confidentiality and professional standards.

- **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 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.