Position Description

Sonoma State University is committed to achieving excellence through teaching, scholarship, learning and inclusion. In line with our Strategic Plan and our Seawolf Commitment, our values include diversity, equity, sustainability, community engagement, respect, responsibility, excellence and integrity. We strive to cultivate a community in which a diverse population can learn and work in an atmosphere of civility and respect. We encourage innovation, experimentation and creativity, as well as contributions to equity and inclusion, in the pursuit of excellence for all members of our university community.

Position Purpose: Under the general supervision of the Director of CAPS and Interim Director of the Student Health Center (SHC), the Health Center Operations Coordinator initiates, coordinates, and implements a variety of administrative duties in support of the administrative operations of the SHC. The incumbent has general and specialized administrative, operational, coordination and analytic responsibilities in the financial, technological, facility, accreditation, compliance, and campus interaction realms including providing administrative support to the Interim Director of the SHC. The incumbent often makes recommendations related to operational and policy matters and evaluates work procedures; coordinates and executes large scale, complex projects with broad, visible impact which involve coordination with other departments. Work involves identifying needs, planning, and initiating projects, coordinating and delegating work, and seeing a project through completion, implementation and evaluation. Contacts involve interaction with all levels inside and outside the university, and incumbent typically provides lead work direction to other staff and student personnel.

Major Duties: Major duties of the position include, but are not limited to, the following:

In performing all job-related activities, the Health Center Operations Coordinator
- Applies high ethical, operational, and medical setting standards;
- Demonstrates enthusiasm for and commitment to the mission of the Student Health Center, while maintaining a “big picture” perspective, a positive outlook, and a sense of accountability;
- Demonstrates the ability to be self-motivated and work independently as well as integrity, objectivity, sincerity, initiative, ingenuity, sound judgment and common sense;
- Demonstrates reliability, punctuality, a strong work ethic, organizational and hands-on performance skills, as well as attention to accuracy, quality, and cost effectiveness;
- Displays professionalism, kindness, and excellent interpersonal skills;
- Prioritizes and articulates the medical service needs of SSU Students;
- Demonstrates a commitment to cultural competence, diversity, and inclusiveness;
- Works collaboratively with the Interim SHC Director, Lead Physician, Coordinating RN, Clinical Providers, Pharmacist-in-charge, Clinical Laboratory Scientist and Medical Assistants;
- Facilitates productivity, teamwork, collegiality and effective communication;
- Ensures adherence to administratively applicable SHC, SSU, and CSU policies and procedures as well as laws, ethics and regulations;
- Maintains confidentiality and handles potentially sensitive circumstances effectively.

Administrative Operations:
- Collaborates with and assists the Interim Director and others as appropriate to:
  - Plan, organize, implement and maintain a quality student health program;
  - Analyze and oversee all aspects of SHC operations and cost effectiveness;
  - Plan, implement, and advocate for the SHC budget;
  - Implement CSU and SSU directives as well as compliance with legal and regulatory requirements.
- Provides technical and operational support to the Director;
- Gathers, organizes, and analyzes data for administrative, operational, quality improvement, audit, accreditation, and budgeting purposes;
● Contributes to policy and procedure development and revision; implements administrative policy and regulatory guidelines;
● Prepares and maintains basic and complex documents including meeting notes and administrative files;
● Performs and coordinates Health Center administrative functions with other campus departments (e.g., Purchasing, Accounting, Cashier’s Office; Budget; Human Resources; Payroll; IT, Facilities; Student Affairs; Academic Affairs; Student Records and Registration, student groups);
● Performs and coordinates administrative tasks for staff recruitment, training, and credentialing;
● Monitors, prepares, maintains, and coordinates administrative sign off on attendance records for all SHC staff as assigned by the SHC Interim Director;
● In collaboration with the Coordinating RN, provides lead direction and support to Medical Assistants including coverage of reception duties as needed;
● In collaboration with the SHAC advisor, provides lead direction and support to Student Workers and SHAC members;
● Oversees and updates the website;
● Contributes to social media platforms and oversees social media as needed.

PURCHASING, FINANCE AND BUDGET:
● Follows SSU and CSU budget and finance guidelines and procedures;
● Follows SSU and CSU purchasing process requirements;
● Maintains and analyzes accurate SHC financial and inventory records including records of expenditures, payables, and revenue;
● Monitors and reconciles fiscally related procedures, reports and accounts, matching invoices, credit card purchases, expenditures from encumbered accounts, and labor costs against items received, staff time worked, and SHC fee income and PeopleSoft records;
● Responsible for and also performs the collection, bookkeeping and deposit of point of service fees; maintains and implements procedural controls consistent with SSU & CSU requirements;
● Ensures compliance with SSU SHC student patient priorities and is responsible for Workers Compensation and similar billing circumstances in accordance with regulations and using appropriate coding;
● Assists SHC pharmacy, lab, x-ray, and clinical areas with purchasing and bookkeeping;
● Ensures cost-effective purchase and repair of SHC general office and medical records supplies, non-clinical services, and small equipment;
● Participates in analysis and decision making for major purchases and medically related purchases in collaboration with the Interim Director, Lead Physician and Coordinating RN. Coordinates and secures approval for large cost items, medical equipment, software, and similar purchasing as approved by the Interim SHC Director;
● Researches vendors and assists the Interim Director in the development of specifications, contracts, service agreements, etc.;
● Reviews all purchases made by SHC staff with SSU credit cards that are authorized to make credit card purchases on behalf of the SHC. Once appropriateness of purchases and accuracy of content has been assured, coordinates appropriate approving signatures for SHC for SSU credit card purchase documents.

ELECTRONIC HEALTH RECORD ADMINISTRATOR
● Serves as the lead for the implementation, support and maintenance of electronic health record, medical practice management, billing, registration and scheduling software. This includes serving as the key contact with the software vendor (Point and Click), SHC staff, and the SSU IT, Networking and CMS departments as related to these software functions;
● Performs continual implementation of new features of PnC Software that increase the SHC’s operational functionality, including billing practices, telehealth setup, etc.;
● Supports effective implementation and performance of telephone, patient text and email confirmations, patient portal accesses, scheduling, cashiering and other front office procedures;
● Supports CSU Immunization Compliance verification set-up and implementation. Serves as main contact between PnC, IT and CMS for all interfaces, work-flows, etc. Generates and maintains all correspondence from Peoplesoft/PnC to students regarding immunization compliance;
● Fosters the continual use of PnC software to assist with inventory management in the laboratory, pharmacy and clinical area.
OFFICE AUTOMATION AND TECHNOLOGY:
- Serves as a liaison between the SHC, campus IT, and computer hardware and software vendors;
- Researches hardware and software purchases for operational and medical functions;
- Ensures the effective operation of office machines and equipment (e.g., computers, printers, copy machines, credit card machines). Trouble shoots minor problems and arranges for repairs;
- Serves as a resource person for SHC staff members related to computer, software and office machine issues; Interacts with SSU Information Technology on behalf of the SHC;
- Ensures that the SHC website is updated and is capable of performing basic website updates; Is actively involved along with other SHC staff in SHC implementation, use, and maintenance of electronic health records, as well as assisting staff with basic EHR operation;
- Is responsible for day-to-day SHC IT and basic office technological functions; troubleshoots basic hardware and software issues.

MEDICAL RECORDS MANAGEMENT:
- Serves as the Custodian of Medical Records;
  - With oversight from the Interim Director or Lead Physician, oversees access to and release of medical records in accordance with applicable privacy standards, laws and regulations as well as SSU SHC confidentiality procedures;
  - Ensures that medical records are completed, managed, maintained, stored and destroyed in accordance with SHC policies and procedures, as well as legal, accreditation, and audit standards;
  - Coordinates accurate medical information storage, retrieval, and destruction.
- Supports the transition from paper to electronic records.

QUALITY IMPROVEMENT, COMPLIANCE, RISK MANAGEMENT, SAFETY
- Ensures compliance with safety and risk management guidelines applicable to SHC administrative, reception, clerical support and medical records functions and contributes to QI and accreditation activities involving these areas;
- Represents SHC general office and operational issues in the SHC QI/Internal Governance Group in the absence of the Interim Director; Plays active role in external AAAHC accreditation preparation and site visits; has similar responsibilities related to audits;
- Maintains current records of licensing, certification and other qualifications and credentials of professional staff;
- Coordinates minutes and documentation of staff, QI, and credentialing meetings;
- Suggests solutions to operational issues and assists in the implementation of SHC improvements.

SHC BUILDING/FACILITY OPERATIONS:
- Handles SHC facilities and equipment inventory reporting as well as other administrative detail related to work orders and other aspects of day-to-day SHC building operations;
- Works collaboratively to analyze, monitor and resolve SHC operational issues related to basic building and equipment functionality as well as building access, safety, cleanliness, and risk management; Keeps Interim Director informed and involved as appropriate; Works with SSU Facilities Services to ensure effective SHC facility maintenance, repair, and custodial services;
- Coordinates and participates in special upgrade or large repair projects including working with the Director, and area leads (RN III, pharmacy, lab, x-ray) in representing the SHC role and perspective in SHC building and facilities projects.

Secondary Duties: Performs other secondary duties as assigned.

Work Environment: Duties take place in a busy out-patient health center clinic located on the Sonoma State University campus. Some work areas are cramped; others require walking some distance quickly. Potential exposure to infectious illness; may need to stay at duty station for long periods in order to serve patients. Sitting, standing, computer work, phone work, and lifting of supplies and small equipment required. Standards of confidentiality, discretion, professionalism, accuracy, safety, regulatory compliance, and risk management must be followed at all times. Attire and grooming must be appropriate to safety as well as to public contact in a medical setting. The normal work schedule is aligned with the SHC operational hours. Your specific start time is determined by your Appropriate Administrator. As a non-exempt employee, any request for overtime will be specified and pre-approved by Appropriate Administrator. Evening and weekend hours may be
required and will be specified only by the supervisor to meet operational needs. The incumbent must maintain regular and acceptable attendance at such levels as is determined by the Appropriate Administrator. The position may require occasional travel, by automobile and airplane, and the incumbent must be able to work some night and weekend hours with overnight stays.

The incumbent must have the ability to stand, sit, bend, stoop, perform gross and fine motor activities, hear and speak clearly, walk quickly through confined and expansive areas, lift up to 20 pounds, work at a computer throughout the day, physically respond in an emergency and have visual acuity sufficient to read documents, doctor’s notes, and computer screens as well as identify and respond to patients.

**Minimum Qualifications:** This position requires a high school degree or technical/vocational program and a minimum of three years administrative work experience involving program administration and/or an equivalent combination of education and experience involving study, analysis, and/or evaluation leading to the development of improvement of administrative policies, procedures, practices, or programs. The incumbent must have a thorough knowledge of standard office systems, software, spreadsheets, word-processing, and the ability to use a broad range of standard office technology to support duties of the position. Intermediate proficiency with computers and Microsoft Office required. Knowledge of Google Suite, Drupal, PeopleSoft and electronic health records preferred. This position requires successful completion of a livescan background check.

The incumbent must have the ability to learn, interpret, and apply a variety of complex policies and procedures; demonstrate the ability to maintain accurate records with a high level of attention to detail; ability to independently handle large, multiple work unit priorities, projects, and meet critical, cyclical deadlines in a timely manner; analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions. The incumbent must have the ability to work effectively both independently and as part of a team or in group situations; solve problems using reasoning and judgment to develop practical, thorough, and creative solutions; prioritize multiple tasks to meet changing priorities; use negotiation and persuasion skills to achieve results and expedite projects; perform business math, analyze budgetary data, maintain financial records, and prepare financial reports; provide analysis of various departmental functions using data from the electronic health record and other sources, and make projections requiring some inference; be detail-oriented and possess strong organizational skills; exercise discretion when handling interpersonal situations, maintain strict patient confidentiality and guard security of all Protected Health Information; and possess experience responding with sensitivity to individuals from diverse backgrounds. The incumbent must be able to provide outstanding customer service to students, staff, faculty, and visitors while working in a professional, fast-paced environment. Must have the ability to effectively communicate with all levels within the university and establish and maintain productive and effective, inclusive working relationships amongst diverse populations including staff, faculty, administration, students, and other internal and external constituents and must be able to accept and apply constructive feedback. The incumbent must have the ability to locate, understand, and apply information related to SHC operations and assigned duties including CSU Trustee Policy on Student Health Services (EO943 and subsequent revisions) and other applicable CSU EOs; to identify those in the SHC, SSU, and CSU appropriate for consultation on behalf of SHC operational and human resources issues; to research and implement cost effective purchases, service agreements, etc.; basic knowledge of or ability to learn ICD 10 and other applicable medical coding; use and help others with other standard office technology and equipment; ability to troubleshoot technological problems and provide support to center enlisting support from Information Technology when necessary; ensure compliance with ethical, legal, safety, risk management and other standards and regulations applicable to the operational aspects of a medical and university environment; prepare documentation and ensure compliance with the administrative, fiscal, and medical records aspects of health care, as well as accreditation and internal or external audits.

The incumbent must have the ability to effectively communicate with all levels within the university and establish and maintain productive and effective, inclusive working relationships amongst diverse populations including staff, faculty, administration, students, and other internal and external constituents. Must be able to accept constructive feedback and work cooperatively in group situations, must work effectively as a member of the SHC team and conduct themselves professionally, pleasantly, and considerately. The incumbent must have demonstrated ability to prevent, identify, diffuse, and resolve misunderstandings and conflicts as well as demonstrated a high level of reliability and dependability, a strong work ethic, and ability to support the SHC in meeting all legal and ethical directives of the profession.