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| CLASSIFICATION TITLE OF POSITION  Registered Nurse (RN) III | PEOPLESOFT NO. | DIVISION, DEPARTMENT/UNIT  Division: Student Affairs  Dept: Student Health Services | |
| WORKING TITLE OF POSITION  Patient Support Services Lead | NAME AND CLASSIFICATION OF FORMER INCUMBENT  Jai’La Graves | | Date |
| NAME OF EMPLOYEE | NAME OF EMPLOYEE(S) PERFORMING SIMILAR DUTIES | | |
| NAME AND CLASSIFICATION OF FIRST-LINE SUPERVISOR  Abubakr Asadulla, MD  Director, Student Health Services |

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| **1**. **SUPERVISORY SECTION**  **Type of supervision received**:  ( ) **Close** - The work is performed according to detailed instructions and the supervision is available on short notice.  (X) **Limited** - The incumbent proceeds on his/her own initiative while complying with policies, practices, and procedures described by the  Supervisor.  (X ) **General** - The incumbent seldom refers matters to supervisor except for clarification of policy. |
| **2**. **DOES THIS POSITION SUPERVISE OR LEAD SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS?** **Yes** (X) **No** ( )  If yes, list name and classification title of staff.  Supervise:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Lead:  1.0 Phlebotomist/Clinical Laboratory Assistant Shontai Johnson  1.0 Medical Assistant Evelyn Aquino  1.0 Medical Assistant Brigida Carbajal  1.0 Medical Assistant Vacant  1.0 Health Services Assistant Hieu Do  1.0 Clinical Assistant Angela de Lara  1.0 Clinical Assistant Coryse Nkepsi Ngangmenyi  1.0 Clinical Assistant Teresa Maglalang |

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| **3**. **POSITION SUMMARY – PLEASE DESCRIBE THE PRIMARY PURPOSE OF THIS POSITION**:  The purpose of the Student Health and Counseling Services is to provide basic health care and health  education services to CSUEB students, and to assist students in achieving and maintaining an optimal state  of overall health so they may achieve their academic and career goals.  Under the general direction of the Director, Student Health Services, the Patient Support Services Lead (RN III) is responsible for the operation and oversight of Patient Support Services, including the front office duties of reception, patient intake and medical records, back office clinical support duties and clinical laboratory functions, and provides some skilled nursing services and performs Public Health activities for both the Hayward and Concord campus communities. This position may require occasional coverage at CSU East Bay’s Concord campus.  Responsibilities to apply equally as is applicable to all CSUEB campuses. | |
| 4. **DESCRIBE THE GOALS and/or RESPONSIBILITIES AND WORK ACTIVITIES OF THIS POSITION** *(Please see sample format in the instructions section.)*  Goals/Responsibilities: Describe the major achievements, outputs, or results. List them in descending order of importance.  Work Activities: Under each goal, list the work activities performed to meet that goal.  TIME %: Include for responsibilities and major work activities. | |
| **TIME %**  **40%**  **40%**  **20%** | **GOALS/RESPONSIBILITIES AND WORK ACTIVITIES**  The following duties are meant to illustrate the general range of work functions performed by a Registered Nurse III; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities.  **Oversee Front Office Duties of Reception, Intake and Electronic Health Records**   1. Provide lead work direction to Clinical Assistants and Medical Assistants in performance of Reception and Patient Intake duties. 2. Oversee interpretation of scope and policies of Student Health & Counseling Services to students, University personnel and visitors, who make inquiries both in person and on the telephone. 3. Oversee the interpretation of the effective use of all services offered in the Student Health & Counseling Services. 4. Oversee the making of appointments for students and instructing them in self-appointment-making in the Electronic Patient Management system. 5. Oversee patient verification and (self) check-in for appointments. 6. Oversee the collection of fees for service and accurate financial record-keeping. 7. Oversee maintenance and confidentiality of the Electronic Health Record (EHR) and help ensure compliance with HIPAA, FERPA and AAAHC, Inc. standards. 8. Oversee the maintenance and disposal of confidential medical and counseling records according to legal and ethical recommendations. 9. Manage Family PACT enrollment; maintain a working knowledge of the state-run Medical program regulations in regards to eligibility, enrollment and service provisions. 10. Oversee creation and monitoring of appointment schedules for clinicians and counselors to include blocking and revising of providers’ appointments. 11. Manage Family PACT enrollment; maintain a working knowledge of the state-run Medical program regulations in regards to eligibility, enrollment and service provisions. 12. Oversee processing of Subpoenas, workers’ compensation claims. 13. Oversee the CSU immunization requirement documentation to ensure University compliance with Executive Order 803. 14. Oversee new staff orientation and training of new and current staff. 15. Provide feedback to the appropriate Administrator on performance issues and employee evaluations. 16. Update and maintain Patient Support Services policies and procedures and assist SHCS in preparation for Accreditation.   **Oversee Clinical Support and Laboratory Services and Perform Clinic Coordination**  A. Provide lead work direction to Medical Assistants and Clinical Assistants in the performance of clinical support duties.  B. Oversee the rooming of patients, obtaining chief complaints and vital signs on all patients, preparing patients for examination by clinicians, and assisting the clinicians in the care of patients, as needed.  C. Oversee administration of medication by Medical Assistants as ordered by clinicians, including per injection, depending upon certification of Medical Assistants.  D. Oversee the documentation of patient care in the EHR.  E. Oversee and coordinate clinic schedules and patient flow.  F. Oversee the cleaning and disinfecting of clinic rooms and instruments and preparing rooms for patients.  G. Oversee and coordinate the purchase and maintenance of clinic inventory, supplies and equipment.  H. Assist in the oversight of Infection Control for SHCS and in Emergency Response and Disaster preparedness of the SHCS.  J. Coordinate with community medical care facilities for patient transfer, referral and follow-up of patient care and ongoing treatment.  K. Oversee limited clinical laboratory services, including performance of phlebotomy by the Phlebotomist/Clinical Laboratory Assistant and Medical Assistants, if certified.  L. Oversee administration of Clinical Laboratory, including maintenance and calibration of equipment, proficiency testing, and quality assurance activities.  **Perform Skilled Nursing Services**  A. Evaluates and treats patients within licensure and per nursing protocol at Hayward and the Concord campus, as needed.  B. Work directly with the clinicians in treatment of students and provide the initial contact between the student and medical team.  C. Follow through on clinicians' orders and give treatment as prescribed.  D. Under clinicians' orders, dispense limited supply of medication to students.  E. Give bedside nursing care to ill and injured.  F. Document patient visits in EHR and maintain other documentation, as needed.  G. Perform primary screening, assessment and medical history of complaint, identify problem and symptoms, behavioral changes and other deviations from normal.  H. Perform appropriate physical examination and evaluation.  I. Order appropriate laboratory tests and x-rays based on clinical assessment using established protocols.  J. Develop treatment plan based on clinical assessment using established protocols.  K. Perform or assist in special procedures as ordered by the physicians: ECG's, spirometry, audiograms, fitting of crutches and other supports, splints, and casts, injections, inhalation therapy. Set up and assist with minor surgery.  L. Consult with physicians in those cases which lie outside nursing role, licensure, or protocol.  M. Provide preventive health services under protocol.  N. Provide patient education and teaching when needed.  O. May perform University employee occupational health procedures/examinations.  P. Gives immunizations and performs other nursing procedures in the nursing clinic.  Q. Perform public health role for the Hayward and Concord campus communities, as indicated.  Perform other duties as assigned by the appropriate Administrator. |

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| 5. **DESCRIBE THE KNOWLEDGE, SKILLS, and/or ABILITIES REQUIRED FOR THIS POSITION** **AS THEY RELATE TO THE** **GOALS, RESPONSIBILITIES AND WORK ACTIVITIES IN #4** *(Please see sample format in the instructions section.)* |
| ***The person holding this position is considered* a *'mandated reporter' under the California Child***  ***Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in***  ***CSU Executive Order 1083 Revised July 21, 2017 as* a *condition of employment.***  **MINIMUM QUALIFICATIONS:**  **Knowledge:**  In addition to those of the Registered Nurse I and II, possess a working knowledge of effective supervisory methods and techniques; more comprehensive understanding of nursing programs and specialties.  **Abilities:**  In addition to those of the Registered Nurse I and II, ability to provide effective work direction; plan and organize the work of others; assess, plan, develop, implement and evaluate a nursing program which may include one or more nursing specialties or clinics.  **Education and Experience:**  In addition to those of the Registered Nurse I, three years of progressively responsible professional nursing experience which has provided evidence of the ability to perform the nursing duties described above and has included administrative and lead responsibilities; or equivalent combination of education and experience which provides the required knowledge and abilities.  Education and Experience of the Registered Nurse I are as follows:  High school diploma or equivalent.  Completion of a professional nursing program in an approved school of  nursing or by additional preparation as approved by the California Board of Registered Nursing.   **License and Certifications:**  Possess and maintain a valid license as a Registered Nurse in the State of California and certification in CPR/AED.  **A. Knowledge, special skills and abilities required**  Knowledge of health care related state and federal laws and guidelines pertaining to the practice of medicine, nursing, laboratory, radiology, public health, HIPAA (Health Insurance Portability and Accountability Act), and the operation of a medical clinic, such as Cal-OSHA regulations, Center for Disease Control (CDC), and Infection Control/Universal Precautions required.  Possession of professional skills in health care management (appropriate licensure if RN or RNP), organizational, leadership and communication skills highly desirable.  Possesses a good understanding of the operations of a medical facility, preferably ambulatory care or the college health environment.  Understanding of collective bargaining agreements and contracts in general.  Possession of a working knowledge of effective supervisory methods and techniques and more comprehensive understanding of nursing programs and specialties. Ability to provide effective work direction, plan and organize the work of others, assess, plan, develop, implement and evaluate a nursing program.  Computers: knowledge of basic word processing, Microsoft Excel, Google Suite, and various electronic  health records systems.  **B. Equipment used in the performance of the assignment**  Personal computer, specialized medical software program for Electronic Medical Records, scheduling appointments and obtaining statistics. Automatic External Defibrillator, Oxygen, Cryotherapy, EKG, Liquid Nitrogen, Audiometer, and Spirometer.  **C. Certificates, licenses, education required**  High School diploma or equivalent and completion of a professional nursing program in an approved school of nursing. Possession of a Bachelor’s of Science degree in Nursing (BSN) is highly desirable. Three years of progressively responsible professional nursing experience that provides evidence of performance of nursing duties above, as well as administrative and lead responsibilities, or equivalent combination of education and experience. Ability to lead and supervise the work of a diverse staff.  Possession of a valid license as a Registered Nurse in the State of California and certification in BCLS are required.  **D. Specific physical and/or environmental working conditions that relate to the essential requirements of the position**  This position requires standing for long periods of time, as well as walking back and forth between the back and front offices. May also sit for periods of time at the computer, on occasion. May have contact with some hazardous materials including blood and other potentially infectious material. Ability to drive to and work in CSUEB’s satellite campuses. Ability to lift up to 25 lbs. Ability to run short distances in emergency situations. |

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| *The statements and time estimates above and on attachments accurately describe the work assigned to the position.*  *Signature of First-Line supervisor Date*  *Signature of MPP Supervisor Date* |
| *EMPLOYEE SECTION – TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION*  *I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned to my position.*  *Signature of Employee Date* |
| *Signature of HR Manager Date* |