

OFFICE ASSISTANT, HEALTH SERVICES & COUNSELING SUPPORT SERVICES PART-TIME/10 MONTHS

Reports To: The office assistant reports to the directors of health and counseling services who report to dean of students

Position Summary: Assist in the administrative support of Health and Counseling Support Services. In general, the office assistant is responsible for clerical and clinical duties and taking patients' vital signs as well as disinfecting and cleaning the waiting room and exam room in-between patients, general office management, answering the main telephone line, monitoring the health services email account, and greeting guests, clients, and patients. Provide exemplary customer service, excellent multitasking skills, current computer software, and assist with campus education projects as necessary to enhance the specific needs of the office. Must be a good communicator, negotiator and decision maker.

This position is for 10 hours a week over a 10-month period.

Essential Responsibilities:

- Welcome students, clients/patients, guests and answer general questions on insurance, health and counseling support services, health education materials, immunization requirements, etc.
- Schedule appointments and assist students with the sign-in process to receive services. Support the University Nurse by taking vital signs for patients, check blood glucose levels as warranted by student conditions, and cleaning and disinfecting the waiting room and exam room in-between patients.
- Assist the Office Manager with developing, planning and executing programs to engage and enhance Health and Counseling Support Services outreach efforts across campus.
- Maintain an eye for detail and suggest improvements in operations, set procedures, and rules and regulations for the improvement of the office and the students.
- Inventory, order, and stock office supplies and forms. Sort and distribute all correspondence and documentation.
- Maintain an office environment that meets confidentiality as well as health and safety standards.
- Answer front desk calls and respond to messages and inquiries and monitor the Health Services email account.
- Create and maintain Health Services client/patient files.
- Assist the Office Manager with reviewing and updating manuals, forms, letters and handouts annually.
- Maintain the materials in the lending library and follow-up with students who have not returned borrowed literature.
- Ensure confidentiality of all client documentation.
- Assist with the planning and implementation of Healthy Living Events and themed health and counseling series (i.e. Sleep Week, Alcohol Awareness, etc.)
- Submit reports to the Business Office to collect fees from students for tests, lab fees, immunizations, and other services.
- Support the mission and goals of the Health and Counseling Support Services within the Division of Student Engagement by attending meetings as necessary.

- Assist with new student fairs to provide new students with information about the immunization requirements needed before starting school and provide information on the services offered by Health and Counseling Support Services.
- Support the mission and goals of the University, the Student Engagement Division, and the Health and Counseling Support Services by assuming other responsibilities as assigned by the University president, the vice president of student engagement, dean of students, the University Nurse, and/or the Director of Counseling Support Services.

Essential Qualifications:

- High school diploma required. A bachelor's degree preferred; 1 - 3 years of pertinent experience in health and counseling support services preferred.
- Completion of accredited Certified Nursing Assistant education program as well as passing the certified nursing assistant exam and maintaining licensure, preferred.
- Experience with managing medical files.
- Competent working knowledge of current computer software (Microsoft Office Suite, Power Point, Excel, Publisher).
- A commitment to, and appreciation of, the Christian mission of North Park University.
- Sensitivity to multicultural and gender issues and support for diverse and underrepresented populations.
- A developmental understanding of post-secondary students and a desire to facilitate and encourage this development in a supportive and service-oriented environment.
- The ability to effectively and professionally communicate with students, parents, administrators, faculty and staff members, and outside constituencies.
- The ability to effectively coordinate many overlapping tasks.

Effective Date: June 2018

NOTE: Nothing in this job description restricts the supervisor's right to assign or reassign duties and responsibilities to this job at any time.