

Job Template: Clinical Coordinator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Advanced Practice Clinical Coordinator
Job Category: M	Job Level: 8
FLSA Status: E	Job Code: L47001

M8: Level Standards

GENERAL ROLE

This level is accountable for managing multiple offices, to include supervisors, their subordinate staff and the services central to their department.

Incumbents:

- Determine how to achieve the directives set by the department's strategy and division leadership.
- Establish measures and set goals as a means to fulfill the department's long-term plans.
- Develop new systems, new products/offerings, new methods or approaches, and new operating procedures to position the department for future stability and growth.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under administrative review of a management exempt leader.
- Incumbents are subject to managerial controls through occasional contacts and reviews.

→ *Context of Decisions*

- Is called upon to respond to new situations and circumstances that require sensitive and special attention.
- Exercise discretionary authority on matters of financial significance to the department.

→ *Job Controls*

- Incumbents implement departmental strategy by developing the necessary plans and actions.
- Incumbents exercise control over broad plans and policies of the organization.

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

Job Template: Clinical Coordinator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Advanced Practice Clinical Coordinator
Job Category: M	Job Level: 8
FLSA Status: E	Job Code: L47001

- Regular challenges that arise have substantial implications to services and processes.

→ *Course of Resolution*

- Determine how to get the department from "here" to "there," creatively using only the mission and goals of the division as a guide.
- Fulfill objectives that are established in concert with division leadership.

→ *Measure of Creativity*

- Develop innovative solutions for difficult, complex, and systemic problems that may have precedent-setting implications for the division.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

SCOPE AND MEASURABLE EFFECT

- Actions regularly have a measurable effect on a department function of the division.
- Evaluative measures generally concern fiscal practices and standing, constituent satisfaction, student/employee experiences, productivity, etc.

Job Template: Clinical Coordinator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Advanced Practice Clinical Coordinator
Job Category: M	Job Level: 8
FLSA Status: E	Job Code: L47001

Job Template

GENERAL SUMMARY

Manages all internal operations of a medical or mental health clinical system. The Advanced Practice Clinical Coordinator provides clinical leadership to a team of Advanced Practice Registered Nurses (APRN) and collaborates cross-functionally on operational needs, clinical practice, quality, and performance outcomes. The Advanced Practice Clinical Coordinator will also provide supervision and direct clinical services and consulting services to the University.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of a manager. Supervises a moderate-size team of APRNs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Implements an overall clinical services program that provides oversight for clinical operations, to include both patient care and operational practices, while ensuring adherence to policies and procedures.
- Manages, leads, trains, and evaluates APRNs in the provision of safe, timely, efficient, equitable, effective, and patient-centered clinical care and operations. Manages and coordinates work responsibilities of the APRNs with operational leaders and medical/nursing directors such as schedules, calls, workload, patient care ratios, service standards, etc. Collaborates and partners with SHaW leadership team and other clinical leaders to optimize the APRNs and enhance team-based care models in a fiscally responsibly manner that aligns with high quality patient care and outcomes.
- Assists with developing and maintaining policies and procedures to govern clinical services, ensuring adherence to best clinical practices, applicable federal and state statutes, local health and safety laws and regulations, student life and enrollment risk management policies, and professional codes of ethics.
- Develops working relationships with hospitals, emergency rooms, and the Department of Public Health.
- Monitors, responds, and manages appropriate data, reporting, and metrics related to advanced practice providers delivered care to achieve results consistent with SHaW health strategy, service standards, safety, and organizational sustainability.

Job Template: Clinical Coordinator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Advanced Practice Clinical Coordinator
Job Category: M	Job Level: 8
FLSA Status: E	Job Code: L47001

- Provides consultation and intervention to parents, faculty, and other offices on the UConn campus.
- Conducts workshops and outreach services designed to provide health education.
- Serves on university committees representing SHaW and applicable policies and procedures to stakeholders and constituencies. Communicates with appropriate University administrators and mental health/medical professionals in regards to clinical services and/or patient care.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Master's degree of Science in Nursing or Doctor of Nursing Practice.
- 8 years of related experience serving as an advanced practice provider.
- A current license to practice without collaboration as an APRN in the State of Connecticut is required at the time of appointment. Must maintain current licensures as a condition of employment.
- CPR certification.

COMPETENCIES

Knowledge of:

- Principles and practices of employee supervision
- Mental health service operations
- Legal and ethical standards at a local, state, and federal level of the practice of student health care.
- Accreditation standards that govern college health centers.
- System analysis and operations
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving, and analysis

Job Template: Clinical Coordinator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Advanced Practice Clinical Coordinator
Job Category: M	Job Level: 8
FLSA Status: E	Job Code: L47001

Ability to:

- Plan, develop, monitor, and implement clinical programs
- Assemble and organize data to evaluate effectiveness of clinical operations
- Communicate effectively through both oral and written means
- Respond to emergency situations effectively, professionally, appropriately, and in a timely manner
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

Job Template: Health Educator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Health Educator
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L47002

P4: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.

→ *Context of Decisions*

- Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

Job Template: Health Educator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Health Educator
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L47002

COMPLEXITY AND PROBLEM SOLVING

→ Range of issues

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ Course of Resolution

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ Measure of Creativity

- Problems are not amenable to strict technical resolution, requiring innovative thinking.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.

Job Template: Health Educator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Health Educator
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L47002

- Generally have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

Job Template: Health Educator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Health Educator
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L47002

Job Template

GENERAL SUMMARY

Assists in developing, coordinating, delivering, and implementing health, wellness, and prevention strategies. Work collaboratively with the UConn campus community to address risk factors and promote protective factors associated with student health and safety.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of a supervisor or manager. Serves a lead worker to employees who perform similar functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Supervises, trains, and manages paid student workers, student interns, and volunteers.
- Coordinates and manages operations of assigned health programs. Assists in the planning, development, design, implementation, and evaluation of activities to achieve program objectives.
- Provides support and problem solving in the development and implementation of department initiatives.
- Collects data, evaluates information, and prepares reports.
- Plans, develops, and implements methods and techniques of informing/educating.
- Serves as resource for staff and others regarding program information and techniques.
- Represents the department during presentations, meetings, and conferences.
- Conducts workshops and seminars to instruct, inform, and/or train others in the area of specialization.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Four to five years of related experience.

Job Template: Health Educator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Health Educator
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L47002

COMPETENCIES

Knowledge of:

- Public health theory and practice
- Principles and practices of employee supervision
- Microsoft Office and related software applications

Skill in:

- Classroom management
- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Produce reports and analyses in clear concise formats
- Communicate effectively through both oral and written means
- Present public health topics and strategies to students and staff
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Create and maintain department data and analyze data
- Evaluate, redesign, and/or create programs for the department
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

Job Template: Information Coordinator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Information Coordinator
Job Category: P	Job Level: 1
FLSA Status: E	Job Code: L47003

P1: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Assignments tend to be reoccurring and work outputs generally are delivered in a prescribed form/format.
- May alter the order in which work or a procedure is performed to improve efficiency and effectiveness.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under supervision.
- Progress and outcomes are reviewed for consistency with instructions and established procedures.

→ *Context of Decisions*

- Determines the process of how work is to be done based on precedent, practice, and existing policy at the unit/office level.

→ *Job Controls*

- Receives some instructions with respect to details of most work assignments.

COMPLEXITY AND PROBLEM SOLVING

→ *Course of Resolution*

- Resolutions are typically generated by utilizing existing procedures or practice.
- Typically, problems can be quickly and relatively easily resolved.

Job Template: Information Coordinator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Information Coordinator
Job Category: P	Job Level: 1
FLSA Status: E	Job Code: L47003

→ *Measure of Creativity*

- Tasks or activities are reoccurring with emphasis typically on precision and timeliness of execution.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.

Job Template: Information Coordinator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Information Coordinator
Job Category: P	Job Level: 1
FLSA Status: E	Job Code: L47003

Job Template

GENERAL SUMMARY

Ensures regulatory compliance and responsible for the quality, integrity, and privacy of all students and patients' health information.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under general supervision of a supervisor or manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Designs, manages, monitors, and promotes a health care information system.
- Develops and maintains policies regarding student health records access, process, and procedures.
- Ensures health information is readily available and supervises the release of information process for students and third party requests.
- Creates and updates yearly health history forms for new incoming students.
- Coordinates the management of the records information life cycle, which includes collection, retrieving, maintaining, deposition, destruction, and transfers to and from records storage facility.
- Maintains the coding and classification system for statistical collection and reimbursement maximization, including coding verification and annual updates.
- Oversees health information retention in accordance with federal and state statutes and applicable policies and statutes.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Up to one year of related experience.

Job Template: Information Coordinator

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Information Coordinator
Job Category: P	Job Level: 1
FLSA Status: E	Job Code: L47003

COMPETENCIES

Knowledge of:

- Federal and state health information laws and regulations
- University policies and procedures
- Medical record terminology
- Medical coding principles
- Principles and practices of recordkeeping
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Form development and report production
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Run queries to audit medical records
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

Job Template: Physical Therapist

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Physical Therapist
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L47005

P4: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.

→ *Context of Decisions*

- Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

Job Template: Physical Therapist

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Physical Therapist
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L47005

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ *Course of Resolution*

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ *Measure of Creativity*

- Problems are not amenable to strict technical resolution, requiring innovative thinking.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.

Job Template: Physical Therapist

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Physical Therapist
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L47005

- Generally have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

Job Template: Physical Therapist

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Physical Therapist
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L47005

Job Template

GENERAL SUMMARY

Administers a treatment program to rehabilitate patients with musculo-skeletal and certain nervous disorders.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under general supervision of a supervisor or manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Administers rehabilitation programs to individual patients for disorders such as sprained ankles and knees, pulled muscles, and post-operative joint conditions, upon referral from physician.
- Exercises judgments regarding proper use of therapeutic techniques such as heat, massage, diathermy, ultraviolet, and exercise. Adjusts treatment to individual patient needs.
- Makes recommendation to physician for changes in therapy, depending on patient's progress.
- Maintains accurate records.
- Oversees work of student staff.
- Maintains inventory of orthopedic appliance and bed boards. Orders supplies.
- Participates in and/or conducts in-service presentations.
- Participates in various Student Health and Wellness and University committees and advisory groups.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Doctor of Physical Therapy.
- Two to three years of related experience.

Job Template: Physical Therapist

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Physical Therapist
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L47005

COMPETENCIES

Knowledge of:

- Physical therapy techniques and methods
- Principles and practices of employee supervision
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Develop specific and individual treatment plans
- Create and maintain accurate patient records
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

Job Template: Student Clinical Mental Health Services Manager

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Student Clinical Mental Health Services Manager
Job Category: M	Job Level: 7
FLSA Status: E	Job Code: L47004

P7: Level Standards

GENERAL ROLE

This level is accountable for serving in an expert resource capacity in an area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most complex functions within an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise.
- Provide analytical, technical, and advisory support to leaders and decisions makers within the same disciplinary track.
- Lead projects or initiatives within the specific area of expertise, to include leading vendors or cross-functional departments or teams.
- Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities as needed.
- Set project objectives, immediate- and/or long-term, as a means to fulfill project initiatives.

INDEPENDENCE AND DECISION-MAKING

→ Supervision Received

- Works under general direction.
- Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence.

→ Context of Decisions

- Work is focused on and regulated by specific department/division goals and milestones.

→ Job Controls

- Act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the department and division objectives and missions.
- Subject to managerial controls through conferences, review of reports, and occasional on-site visits or check-ins.

Job Template: Student Clinical Mental Health Services Manager

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Student Clinical Mental Health Services Manager
Job Category: M	Job Level: 7
FLSA Status: E	Job Code: L47004

- Managerial controls are exercised on the incumbent for matters of intermediate- and long-range planning, budgetary, and human resources based matters.

COMPLEXITY AND PROBLEM SOLVING

→ Range of issues

- Problems are unique and unexpected.
- Challenges for problems arise due to lack of precedent.

→ Course of Resolution

- Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches with broad impacting effects.
- Problem resolution should regularly require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

→ Measure of Creativity

- Incumbents are regularly required to develop new methods/methodology for evaluation and implementation plans for new initiatives.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

SCOPE AND MEASURABLE EFFECT

- Serve as an expert on specific subject matter evidenced by regularly researching and producing reports (e.g., white papers) on technical matters of systematic importance and consulting with managers throughout the division/University on specific issues in the position's area of expertise.
- Actions regularly affect a departmental outcome with division-wide impact.

Job Template: Student Clinical Mental Health Services Manager

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Student Clinical Mental Health Services Manager
Job Category: M	Job Level: 7
FLSA Status: E	Job Code: L47004

- Actions have a direct impact on controlling such things as project scope, team size and nature of assignments, operating budget, etc.
- Actions may have high-risk financial, compliance, political, or safety implications.
- Performance results tend to be related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: Student Clinical Mental Health Services Manager

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Student Clinical Mental Health Services Manager
Job Category: M	Job Level: 7
FLSA Status: E	Job Code: L47004

Job Template

GENERAL SUMMARY

Provides clinical leadership for staff and faculty working with student populations, clinical and diagnostic assessment, psychotherapy, emergency care, consultation and educational outreach to the University community regarding best practices for managing mental health and wellness concerns for student populations.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of a manager. Serves as the first full level of supervision over the day-to-day operations of a group of employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Implements an overall clinical services program. Provides oversight for these services, ensuring adherence to policies and procedures.
- Supervises and trains staff and graduate students in the delivery of their clinical duties.
- Carries a clinical caseload providing psychotherapy to individuals, couples, and groups. Consults with other professionals as necessary; diagnoses, assesses, and treats emotional and functional disorders through psychotherapy.
- Assists Clinical Coordinator and Clinical Services Team with developing and maintaining policies and procedures to govern clinical services, ensuring adherence to best clinical practices, applicable state and federal statutes, local health and safety laws and regulations, student affairs risk management policies, and professional codes of ethics.
- Communicates with appropriate university administrators and various mental health and medical professionals regarding clinical services and/or patient care.
- Participates in meetings with leadership teams to establish and discuss clinical priorities, staffing and supervision issues, mission, vision, and strategic planning.
- Reports on the ongoing clinical services program and may utilize data to analyze and identify risks, trends, and gaps in service delivery. Prepares timely narrative and statistical reports that summarize the volume, scope, and nature of services provided to the University student population.

Job Template: Student Clinical Mental Health Services Manager

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Student Clinical Mental Health Services Manager
Job Category: M	Job Level: 7
FLSA Status: E	Job Code: L47004

- Serves on committees representing the interest of mental health services for students.
- Provides professional consultation and outreach education to the University community.
- Monitors, evaluates, and keeps informed of best-practice standards being observant of pertinent regulations, laws, publications, and information.
- As scheduled, provides 24-hour emergency on call service and crisis intervention counseling for students who have psychiatric emergencies.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Master's degree in Social Work, Counseling, Marriage and Family Therapy or related field.
- Six years post-graduate work experience, including substantial experience providing psychotherapeutic and student athlete counseling.
- Must be CISW and obtain Connecticut LCSW within one year of hire.

COMPETENCIES

Knowledge of:

- The practice of psychology and mental health care
- Best practices and models of care, prevention, and intervention designed to address mental health concerns of student athletes
- Legal and ethical standards at a local, state and federal level of the practice of mental health care
- Principles and practices of employee supervision
- Microsoft Office and related software applications

Skill in:

- Crisis response
- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Direct and coordinate mental health care of college students

Job Template: Student Clinical Mental Health Services Manager

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Student Clinical Mental Health Services Manager
Job Category: M	Job Level: 7
FLSA Status: E	Job Code: L47004

- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Evidence of ability to understand, analyze, and apply multi-layered regulations (e.g. Title IX, NCAA, AAC, Hockey East, Big East, etc.)
- Integrate and apply research and professional literature to the care and treatment of students
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

Job Template: Social Worker

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Social Worker
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47006

P7: Level Standards

GENERAL ROLE

This level is accountable for serving in an expert resource capacity in an area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most complex functions within an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise.
- Provide analytical, technical, and advisory support to leaders and decisions makers within the same disciplinary track.
- Lead projects or initiatives within the specific area of expertise, to include leading vendors or cross-functional departments or teams.
- Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities as needed.
- Set project objectives, immediate- and/or long-term, as a means to fulfill project initiatives.

INDEPENDENCE AND DECISION-MAKING

→ Supervision Received

- Works under general direction.
- Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence.

→ Context of Decisions

- Work is focused on and regulated by specific department/division goals and milestones.

→ Job Controls

- Act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the department and division objectives and missions.
- Subject to managerial controls through conferences, review of reports, and occasional on-site visits or check-ins.

Job Template: Social Worker

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Social Worker
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47006

- Managerial controls are exercised on the incumbent for matters of intermediate- and long-range planning, budgetary, and human resources based matters.

COMPLEXITY AND PROBLEM SOLVING

→ Range of issues

- Problems are unique and unexpected.
- Challenges for problems arise due to lack of precedent.

→ Course of Resolution

- Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches with broad impacting effects.
- Problem resolution should regularly require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

→ Measure of Creativity

- Incumbents are regularly required to develop new methods/methodology for evaluation and implementation plans for new initiatives.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

SCOPE AND MEASURABLE EFFECT

- Serve as an expert on specific subject matter evidenced by regularly researching and producing reports (e.g., white papers) on technical matters of systematic importance and consulting with managers throughout the division/University on specific issues in the position's area of expertise.
- Actions regularly affect a departmental outcome with division-wide impact.

Job Template: Social Worker

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Social Worker
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47006

- Actions have a direct impact on controlling such things as project scope, team size and nature of assignments, operating budget, etc.
- Actions may have high-risk financial, compliance, political, or safety implications.
- Performance results tend to be related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: Social Worker

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Social Worker
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47006

Job Template

GENERAL SUMMARY

Provides direct clinical services, emergency care, assessment, brief psychotherapy, consulting and psycho-educational services to students, staff, faculty, administrators, parents, and families. May supervise students or health professionals.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of a supervisor or manager. Serves a lead worker to employees who perform similar functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Provides crisis intervention counseling for students who have psychiatric emergencies and shares in 24-hour emergency on-call service with other center staff.
- Provides psychotherapeutic counseling to individuals, couples and groups, consulting with other professionals as necessary; diagnoses, assesses and treats emotional and functional disorders through brief model psychotherapy.
- Assists in the recruitment, selection, training, supervision, and evaluation of field placement students from the clinical training programs; may train and supervise other health professionals and volunteers.
- Meets regularly with Counseling and Mental Health Services (CMHS) colleagues to assess, diagnose, and consult on disposition of cases; to review mental health policies, procedures; and to coordinate emergency services.
- Prepares required clinical records and case reports in a timely manner and carries on necessary correspondence.
- Conducts workshops and outreach services designed to provide mental health education to the UConn campus.
- Provides consulting services to other UConn departments.
- May seek funding for and conduct studies on mental health issues; may publish or present findings in appropriate professional journals or forums/conferences.
- Participates in and/or conducts in-service presentations to colleagues and trainees.

Job Template: Social Worker

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Social Worker
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47006

- Serves as a resource and consultant to University community on matters relating to the well-being of students within the limits of confidentiality.
- Makes referrals to other mental health agencies for specialized care beyond the scope of CMHS including psychiatric hospitalizations.
- Participates in various CMHS and University committees and advisory groups.
- Participates in Quality Assurance Activities.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Master's degree in Social Work, Counseling, Marriage and Family Therapy related field.
- Minimum of two years of post-graduate experience providing psychotherapeutic counseling and emergency psychiatric care to adults and young adults.
- Must possess or must obtain Connecticut LCSW within one year of hire.

COMPETENCIES

Knowledge of:

- Legal and ethical standards at a local, state, and federal level of the practice of mental health care and treatment specifically of substance use disorders
- The practice of mental health care, including diagnosis and treatment
- Clinical care health models
- Community resources, treatment planning, and case management
- Principles and practices of employee supervision
- Microsoft Office and related software applications

Skill in:

- Mental health assessment
- Crisis management
- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Job Template: Social Worker

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Social Worker
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47006

Ability to:

- Provide mental health treatment and intervention
- Maintain clinical records
- Provide mental health education and outreach to all members of campus community
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

Job Template: Psychologist

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Psychologist
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47008

P7: Level Standards

GENERAL ROLE

This level is accountable for serving in an expert resource capacity in an area of specialization. These positions are not reflective of the majority of the workforce, but instead the most complex functions within an area of specialization

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise
- Provide analytical, technical, and advisory support to leaders and decisions makers within the same disciplinary track
- Lead projects or initiatives within the specific area of expertise, to include leading vendors or cross functional departments or teams
- Research and apply better ways to effectively achieve end results by, for example, arranging/re-arranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities as needed
- Set project objectives, immediate and/or long term, as a means to fulfill project initiatives

DECISION MAKING

→ *Supervision Received*

- Works under general direction
- Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence

→ *Context of Decisions*

- Work is focused on and regulated by specific department/division goals and milestones

→ *Job Controls*

- Generally can act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the department and division objectives and missions
- Subject to supervisory controls through conferences, review of reports, and occasional on-site visits or check-ins

Job Template: Psychologist

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Psychologist
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47008

- Supervisory controls are exercised on the incumbent for matters of intermediate and long-range planning, budgetary and human resources based matters

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Problems are unique and unexpected
- Challenges for problems arise due to lack of precedent

→ *Course of Resolution*

- Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches with broad impacting effects
- Problem resolution should regularly require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division

→ *Measure of Creativity*

- Incumbents are regularly required to develop new methods/methodology for evaluation and implementation plans for new initiatives

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, Departmental and University administrators, and the campus community as a whole

SCOPE AND MEASURABLE EFFECT

- Incumbents serve as an expert on specific subject matter evidenced by regularly researching and producing reports (e.g., white papers) on technical matters of systematic importance and consulting with managers throughout the Division/University on specific issues in the position's area of expertise
- Actions regularly affect a departmental outcome with division wide impact
- Incumbents' actions have a direct impact on controlling such things as project scope, team size and nature of assignments, operating budget, etc.

Job Template: Psychologist

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Psychologist
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47008

- Incumbents' actions may have high risk financial, compliance, political or safety implications
- Performance results tend to be related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: Psychologist

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Psychologist
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47008

Job Template

GENERAL SUMMARY

Provides direct clinical services, including assessment and psychotherapy, emergency care and consulting services to the University community, and provides leadership, coordination, and supervision for Counseling and Mental Health Services (CMHS) training program.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of a manager. Serves in a highly advanced capacity in an area of specialization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Supervises and trains clinical trainees in counseling psychology.
- Provides psychotherapy counseling to individuals, couples, and groups. Diagnoses, assesses, and treats emotional and functional disorders.
- Conducts workshops and outreach services designed to provide mental health education to students, staff, faculty, administrators, and parents.
- Prepares narrative and statistical reports of activities for use in evaluation of the outreach program. Compiles data to analyze and identify risks, trends, and gaps in the program.
- Serves on departmental and/or University committees representing CMHS and applicable policies and procedures to stakeholders and constituencies.
- Communicates and consults with appropriate university administrators and various mental health and academic faculty. Makes referrals to and consults with other mental health agencies offering specialized care beyond the scope of SHS Mental Health Services.
- Assists with developing and maintaining policies and procedures to govern counseling center. Ensures adherence to best practices.
- Prepares appropriate clinical records, case reports, and necessary correspondence.
- Provides emergency on-call service and crisis intervention for students who have psychiatric emergencies, as assigned.
- Performs related work as required.

Job Template: Psychologist

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Psychologist
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47008

MINIMUM QUALIFICATIONS

- Doctoral degree in related field.
- Four to five years of related experience.

COMPETENCIES

Knowledge of:

- Psychology and mental health care
- Legal and ethical standards at a local, state, and federal level of the practice of mental health care
- Best practices and models of public health and prevention initiatives designed to address mental health concerns across college and university communities
- Principles and practices of employee supervision
- Microsoft Office and related software applications

Skill in:

- Crisis response
- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Take creative initiative in developing effective and unique mental health primary prevention initiatives that are grounded in clinical research
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Provide mental health outreach education
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

Job Template: Psychologist

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Psychologist
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47008

Job Template: Mental Health Clinician

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Mental Health Clinician
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47009

P7: Level Standards

GENERAL ROLE

This level is accountable for serving in an expert resource capacity in an area of specialization. These positions are not reflective of the majority of the workforce, but instead the most complex functions within an area of specialization

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise
- Provide analytical, technical, and advisory support to leaders and decisions makers within the same disciplinary track
- Lead projects or initiatives within the specific area of expertise, to include leading vendors or cross functional departments or teams
- Research and apply better ways to effectively achieve end results by, for example, arranging/re-arranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities as needed
- Set project objectives, immediate and/or long term, as a means to fulfill project initiatives

DECISION MAKING

→ *Supervision Received*

- Works under general direction
- Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence

→ *Context of Decisions*

- Work is focused on and regulated by specific department/division goals and milestones

→ *Job Controls*

- Generally can act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the department and division objectives and missions
- Subject to supervisory controls through conferences, review of reports, and occasional on-site visits or check-ins

Job Template: Mental Health Clinician

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Mental Health Clinician
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47009

- Supervisory controls are exercised on the incumbent for matters of intermediate and long-range planning, budgetary and human resources based matters

COMPLEXITY AND PROBLEM SOLVING

→ Range of issues

- Problems are unique and unexpected
- Challenges for problems arise due to lack of precedent

→ Course of Resolution

- Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches with broad impacting effects
- Problem resolution should regularly require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division

→ Measure of Creativity

- Incumbents are regularly required to develop new methods/methodology for evaluation and implementation plans for new initiatives

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, Departmental and University administrators, and the campus community as a whole

SCOPE AND MEASURABLE EFFECT

- Incumbents serve as an expert on specific subject matter evidenced by regularly researching and producing reports (e.g., white papers) on technical matters of systematic importance and consulting with managers throughout the Division/University on specific issues in the position's area of expertise
- Actions regularly affect a departmental outcome with division wide impact
- Incumbents' actions have a direct impact on controlling such things as project scope, team size and nature of assignments, operating budget, etc.

Job Template: Mental Health Clinician

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Mental Health Clinician
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47009

- Incumbents' actions may have high risk financial, compliance, political or safety implications
- Performance results tend to be related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: Mental Health Clinician

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Mental Health Clinician
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47009

Job Template

GENERAL SUMMARY

Provides direct clinical services, including assessment and brief psychotherapy, emergency care, psycho-educational services, and consulting services to the University community.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of a supervisor or manager. Serves in a highly advanced capacity in an area of specialization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Provides psychotherapeutic counseling to individuals, couples and groups, consulting with other professionals as necessary; diagnoses, assesses and treats emotional and functional disorders through brief model psychotherapy.
- Provides emergency on-call service and crisis intervention for students who have psychiatric emergencies.
- Prepares required clinical records and case reports in a timely manner and carries on necessary correspondence.
- May train and supervise other health professionals, field placement students/trainees, and volunteers.
- Conducts workshops and outreach services designed to provide mental health education to students, staff, faculty, administrators, and parents.
- Prepares narrative and statistical reports of activities for use in evaluation of the mental health program. Compiles data to analyze and identify risks, trends, and gaps in the program.
- Communicates and consults with appropriate university administrators and various mental health and academic faculty. Makes referrals to and consults with other mental health agencies offering specialized care beyond the scope of Student Health and Wellness Mental Health Services.
- May seek funding for and conduct studies on mental health issues; may publish or present findings in appropriate professional journals or forums/conferences.

Job Template: Mental Health Clinician

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Mental Health Clinician
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47009

- Serves as a resource and consultant to University community on matters relating to the well-being of students within the limits of confidentiality.
- Assists with developing and maintaining policies and procedures to govern counseling center. Ensures adherence to best practices.
- Serves on departmental and/or University committees representing Student Health and Wellness and applicable policies and procedures to stakeholders and constituencies.
- Provides emergency on-call service and crisis intervention for students who have psychiatric emergencies.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Master's or Doctoral degree in Psychology, Social Work, Counseling, Marriage and Family Therapy or related field.
- Must possess or must obtain Connecticut Psychologist or Clinical Social Worker licensure within one year of hire.
- One year of related experience, which may include hours for obtaining the license.

COMPETENCIES

Knowledge of:

- The practice of mental health care, including diagnosis and treatment
- Legal and ethical standards at a local, state, and federal level of the practice of mental health care
- Best practices and models of public health and prevention initiatives designed to address mental health concerns across college and university communities
- Community resources, treatment planning, and case management
- Principles and practices of employee supervision
- Microsoft Office and related software applications

Skill in:

- Mental health assessment
- Crisis response/management

Job Template: Mental Health Clinician

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health Services
Job Title	Mental Health Clinician
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: L47009

- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Take creative initiative in developing effective and unique mental health primary prevention initiatives that are grounded in clinical research
- Maintain the confidentiality of information and professional boundaries and maintain clinical records
- Provide mental health education and outreach to all members of the campus community.
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

Job Template: Medical and Administrative Support Assistant

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health and Services
Job Title	Medical and Administrative Support Assistant
Job Category: P	Job Level: 2
FLSA Status: E	Job Code: L47010

Job Template

GENERAL SUMMARY

Performs delegated functions as a member of the patient care team to provide a variety of services. Responsibilities may include office coordination duties to facilitate workflow and the processing of administrative paperwork related to patient care.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under the general direction of a supervisor or manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

1. Performs routine procedures (i.e., vital signs, height, weight, visual acuity, urine testing, point of care testing, etc.), administers medications, and obtains specimens in accordance with protocols. Reports pertinent observations to nurse and/or physician.
2. May assist physicians with procedures such as administering injections and suture placement or removal. May participate in implementation of care plans.
3. Accurately documents patient information and charts activities in patient records. Demonstrates accuracy in basic data entry and data retrieval of paper/electronic patient records. May also develop, modify, and/or supervise the maintenance and coordination of medical filing systems. Monitors staff compliance with records regarding regulations, policies and procedures, and professional practice.
4. Serves as a resource to students, staff, faculty, and others on matters relating to administrative procedures and on some matters related to student health. Responds to requests for information and provides assistance in solving a variety of problems of ordinary difficulty, based on knowledge of the procedures, practices, and past experience. Screens correspondence, phone calls, records, and other documents for appropriate action and collaborates with staff to determine proper response or to resolve problems; makes referrals as appropriate.
5. May be responsible for coordinating all aspects of the pre-authorization/authorization process, including ensuring the appropriate and timely processing of paperwork and/or health records. Obtains insurance information from students and determines if authorization

Job Template: Medical and Administrative Support Assistant

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health and Services
Job Title	Medical and Administrative Support Assistant
Job Category: P	Job Level: 2
FLSA Status: E	Job Code: L47010

is necessary for the services that are needed. Confirms insurance coverage and communicates benefits to patients.

6. May be assigned other administrative support functions to include coordinating workflow, processing administrative paperwork, and department communications. Examples include meeting support, travel coordination and reimbursement, draft or composes routine correspondence, etc.
7. Maintains smooth and efficient patient flow, including patient check-in and check-out processes.
8. Prepares space and work area, including sanitization, restocking of rooms and carts of all medical and administrative supplies, etc.
9. Inventories, stocks, and orders equipment/supplies.
10. Provides cross-coverage for administrative roles, including answering phones, managing patient appointments/physician schedules as needed.
11. May train, supervise, and coordinate work schedules of clerical or student staff.
12. Performs related duties as required.

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Two years of related experience.
- Registered Certified Medical Assistant and/or CT licensed LPN, EMT, or Paramedic.

An equivalent combination of education and experience may be substituted for the degree and years requirement.

COMPETENCIES

Knowledge of:

- Medical terminology
- Medical assisting practices
- Patient electronic medical records (EMR) and administrative recordkeeping systems
- Health Insurance Portability and Accountability Act (HIPAA), Privacy Act, and Family Educational Rights and Privacy Act (FERPA)
- Relevant policies, procedures, and routines

Job Template: Medical and Administrative Support Assistant

Occupational Group	Student Programs/Services
Job Family	Student Health and Welfare
Job Path	Student Health and Services
Job Title	Medical and Administrative Support Assistant
Job Category: P	Job Level: 2
FLSA Status: E	Job Code: L47010

- NCAA rules and regulations, may be required.

Skill in:

- Vital signs measurement, injections, cardiopulmonary resuscitation (CPR), life support, patient preparation
- Written and verbal communication
- Critical thinking, problem solving and analysis

Ability to:

- Work under pressure and tight deadlines
- Multitask in a rapidly changing environment