



DATE ISSUED: 05/15
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Associate Director, Student Health Services

JOB SUMMARY

The Associate Director of Student Health Services is responsible for effectively managing the daily activities of TWU Student Health Services and/or programs with regard to administrative, clinical, and business operations. Responsibilities include patient services management; administration of student health insurance programs, i.e. domestic, international, study abroad and blood borne pathogen exposure; office management; budget management; financial and statistical reporting; and business policy development and interpretation. Work is performed under administrative supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Student Health Services

Supervises: Patient Services Specialist I-Scheduling, Patient Services Specialist II- Billing, Student Insurance & Coding Specialist, Immunization Compliance Specialist, Student Assistants; Custodian

ESSENTIAL DUTIES - *May include, but not limited to the following:*

- Responsible for all aspects of operation (administrative, business, clinical, etc.) for department services and programs.
- Selects, trains, motivates, supervises, and evaluates assigned staff to ensure maximum utilization of individual and group capabilities, while providing optimal service to both internal and external customers. Ensures that assigned employees receive opportunities to further knowledge.
- Assists in the development and administration of the annual budgets (revenue, medical service fee, foreign student insurance, project funds i.e. Pink Promises) to ensure that services and programs have the necessary funds to carry out established goals and objectives.

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- Identifies and analyzes the design of jobs, work processes, work flows, etc. for the health center and/or programs. Modifies approach, communications, and interaction to take into account specific needs of all students. Implements appropriate changes to improve effectiveness, productivity, and efficiency that support the overall goals of Student Health Services, the Division of Student Life and the University.
- Prioritizes initiatives and develops, implements, monitors, and communicates annual goals, objectives, budgets, and expected performance standards in conjunction with Director. Evaluates opportunities for cost savings and quality improvement.
- Analyzes critical operations on an ongoing basis. Provides monthly, quarterly and annual reports to evaluate and demonstrate productivity. Communicates results to Administrators/Leadership.
- Maintains knowledge of applicable rules, regulations, policies, laws, and guidelines that impact department operations. Develops effective internal controls that promote adherence to applicable state/federal laws, and the program requirements of accreditation agencies and federal, state, and private health plans. Seeks advice and guidance as necessary to ensure proper understanding.
- Responsible for effective facility management, cleanliness, proper type, amount and functioning of equipment, and overall environmental safety. Oversees timely and effective maintenance of equipment and facility to ensure maximum productivity. Assists in optimal space planning, including renovations, capital repairs, and new site(s).
- Maintains positive working relationship with all internal and external agencies, funding programs, government entities, insurance carriers, individual physicians/clinical staff, third party vendors, management, student and other University departments, and the public to promote teamwork, cooperation, and a positive image.
- Stays abreast of latest developments, advancements, and trends in the field of health center management and college health by attending seminars/workshops, reading professional journals, and actively participating in professional organizations. Integrates knowledge gained into current work practices.
- Oversees administration and facilitation of student health insurance programs and serves as a liaison with insurance representatives.
- Oversees the operation of the Immunization Compliance Program for Health Science students and other identified majors at all campuses.
- Collaborates with the Systems Analyst for the management of efficient IT operations, to include computer software programs, systems, equipment and data.
- Facilitates business relating to the provision of health services and the Houston and Dallas campuses.
- Serves as the custodian of medical records to include controlling the release and access to Protected Health Information (PHI) and confidential records.
- Serves on multi-disciplinary and division/system committees as selected and assigned. Attends, develops, participates and provides support to all training, in-services, staff retreats, departmental or supervisor staff meetings, and/or University committees or Task Forces as requested.

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- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Manages accounting functions of the department. Approves, submits and reconciles purchase orders, bids, invoices, time cards, leave requests, and similar departmental documents.
- Represents Student Health Services at Orientation Sessions, Open House, and other recruitment and retention initiatives.
- Responsible for the day-to-day operation of Student Health Services in the absence of the Director. Serves as customer service liaison related to student issues and/or concerns with health services.
- Solicits, meets and negotiates with sales representatives regarding the purchase of goods and services.
- Designs, creates, maintains, and updates the Student Health Services website and content.
- Serves as the human resources agent for the department.
- Performs other duties as requested.

EDUCATION

Master's degree in Business Administration or a related field required.

EXPERIENCE

Three years experience in a clinical setting, to include two years of supervisory experience.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Knowledge of medical/clinical environment and current organizational trends, theories and practices as it relates to higher education population.
- Knowledge of medical privacy practices.

- Understanding of university priorities, policies, and procedures.
- Ability to plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide administrative guidance within an area of responsibility, providing direct training and supervision as needed.
- Ability to apply budgetary and fiscal planning techniques within financial constraints.
- Ability to organize work effectively, conceptualize and prioritize objectives, and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to communicate effectively, both orally (in person or by phone) and in writing.
- Ability to respond to emergency situations in a timely manner.
- Ability to use a personal computer and other office equipment, including university related software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the

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Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.