



05/24

## Community Action Partnership of Madera County

**JOB TITLE:** HEALTH SERVICES TECHNICIAN

**DEPARTMENT:** Head Start Programs

**BARGAINING**

**UNIT:** SEIU, Local 521 (Madera Programs Only)

**REPORT TO:** Health Services Content Specialist

**SUPERVISE:** N/A

**COMPENSATION:** Range 18.5

**FLSA:** Full-time; Non-Exempt

**JOB OVERVIEW:** This position is responsible for performing the necessary duties to assist in the planning and implementation of a comprehensive program and perform a variety of functions to support the program's service delivery around health services in the areas of data input compliance and data/files review.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, ability, core competencies, and/or physical required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and EXPERIENCE**

- Associate's Degree in child development, health & human services, or related field and 1 year of increasingly responsible experience in a clerical or secretarial field.
- OR**
- High School Diploma or GED and 2 years of increasingly responsible experience in a clerical or secretarial field.
- AND**
- Ensures a minimum of 15 hours of professional growth hours are completed and documented annually.

**ABILITY TO**

- Speak, read, and write Spanish is preferred.
- Operate a 10-key, copy machine, use Microsoft Outlook, Teams, 365 products and other office machinery, computer software.

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- Create reports, graphs, and spreadsheets as needed for reporting purposes.
- Demonstrate sensitivity to the cultural / ethnic diversity of the service populations and to be sensitive to the needs of low-income families and children.
- Manually operate program equipment and machinery, such as the Agency's computers, copy machines, and White Fleet.
- Effectively communicate with staff, customers and agency/business representatives.
- Possess interpersonal, problem solving, and organizational skills.
- Manage time effectively and meet deadlines.
- Sustain cooperative relationships with those contacted in the course of work.
- Follow work schedule as well as written and oral instructions.
- Establish and maintain cooperative working relationships with vendors.
- Obtain Pediatric First Aid and CPR certification within 6 calendar months of hire, and re-certification bi-annually.

### **KNOWLEDGE OF:**

- CAPMC Head Start Program, Head Start Performance Standards, State regulations (where applicable), and licensing regulations.
- Health education and planning
- Child and family health care which includes preventative, early intervention, and health maintenance practices.
- Early childhood growth and development principles.
- Understanding of Mandated Reporting Requirements.
- Understanding of California Immunization Requirements.
- Emergency / accident responding procedures.
- Computer applications, i.e., Microsoft Office products (inclusive of Word, Excel, Power Point, Outlook, Publisher, Access)
- Principals of data processing and record keeping skills.
- Basic business math.

### **CORE COMPETENCIES:**

- Customer Commitment – proactively seek to understand the needs of our customers and provide the highest standards of services.
- Dedication to Professionalism and Integrity – demonstrates and promotes fair, honest, professional and ethical behaviors that establishes trust throughout the organization and with the communities we serve.
- Organizational Excellence – takes ownership for excellence through one's personal effectiveness and dedication to the continuous improvement of our programs and services.
- Success through Teamwork – collaborates and builds partnerships through trust and the open exchange of diverse ideas and perspectives to achieve organizational goals.

### **GENERAL PHYSICAL REQUIREMENTS**

- Exerting up to 15 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Able to maintain regular, punctual attendance consistent with the Americans with

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Disabilities Act (ADA), Family Medical Leave Act (FMLA), California Family Rights Act (CFRA) and other federal, state and local standards.

- Able to perform the essential job functions consistent with the ADA, FMLA, CFRA and other federal, state and local standards.

## **MAJOR DUTIES & RESPONSIBILITIES:**

### LEADERSHIP

- Adheres to and applies the CAPMC mission, values, standards, policies and procedures.
- Attends mandatory new employee orientation/ mentor activities.
- Attends trainings, workshops, and classes to keep abreast of client engagement theories and practices.
- Engages and encourages personal and professional development.
- Ensures services are provided to all clients in a manner consistent with CAPMC mission, standards, values and grant requirements.
- Identifies and resolves concerns and issues.
- Interacts with clients and their families in a culturally and socially sensitive way.
- Keeps apprised of developments and trends in the program's operation and be attentive to the changing or growing needs of the community.
- Keeps informed of current theories and practices in the field.
- Keeps informed of program terms, conditions, and eligibility changes.
- Maintains and ensures that staff and volunteers maintain the confidentiality of staff, parent, child, client, community, and agency information included in files, conversations, meetings, correspondence, or any other source.
- Makes recommendations for replacement, purchase, or repair of equipment.
- Models professionalism for parents, children, clients, community, co-workers, and volunteers.
- Prepares and actively participates in staff meetings and committees.
- Promotes a team environment and teamwork.
- Reports and assists in reporting suspected child abuse in accordance with CAPMC child abuse reporting procedures.
- Represents CAPMC in the community in a professional and competent manner.
- Responsible for setting priorities and meeting deadlines.
- Shares information and knowledge with appropriate staff members.
- Works as a team member to support the functions and operations of the Department and the Agency.

### PROGRAM DUTIES

- Performs a variety of duties as assigned by the immediate supervisor and/or by the Deputy Director of Child Family Services.
- Assists with the planning, administration, and implementation of the health component (medical, dental).
- Assists in monitoring the Program Information Report to ensure information in health services is accurate and current. Works and shares information with the immediate supervisor to complete reports.

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- Assists with monitoring of health data in ChildPlus or COPA to ensure timeliness are in compliance.
- Follows up with program Advocates on any identified findings or areas of concern to ensure appropriate follow up is completed.
- Communicate with Advocates and Site Supervisor/Center Director of any concerns/findings related to health services and provide a timeline for completion.
- As needed, provide support to Advocate and/or families in communicating with medical providers, local hospitals, and/or clinics to ensure appropriate medical/dental care is provided to enrolled children.
- Meet with Health Service Specialist and Deputy Director for Child & Family Services to report any data review findings and/or monitoring findings and status of completion by program Advocates.
- Attends case conference to support Health Specialist in identifying medical/dental follow-up or support.
- As needed, supports file review to determine if children's files correlate with program's data system.
- Assists in gathering data to analyze children's and family's outcomes, school readiness goals, CLASS, and monitoring data.
- Assists in reviewing the collection and inputting of children's information and data into appropriate database systems for accuracy.
- Has knowledge of the Child Welfare Services and Community Care Licensing when related to health services and assist as needed.
- Performs a variety of office administrative tasks such as purchasing requisitions; ordering materials and supplies; makes accurate mathematical calculations and performs general accounting operations.
- Assists in ensuring that the centers are stocked with first aid supplies, equipment, dental supplies, and disbursement of diapers and as needed delivering materials and supplies to sites.
- Assists in clerical duties, entering reports into the database system, filling documents, and analyzing data on children and families in the program.
- Reviews bid specifications and documentation along with supervisor to ensure proper processes are followed.
- Assists in identifying and/or securing vendors to purchase medical and dental supplies.
- Inventories health office supplies on hand and submits orders as needed.
- Maintains an organized system to keep records of all purchase and check requests. Collects packing slips and invoices to submit information for proper payment.
- Reviews request for purchase orders to ensure accuracy of amounts and quantities.
- Communicates with vendors when issues arise with received items, backorders, returns, etc.
- Assists in the planning, coordinating, and developing training and guidance to center staff on completion of health forms.
- Participates as needed in community meetings to represent CAPMC's Head Start Programs and reports back to direct supervisor.

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- Participates as needed in the monthly Advocate, Center Director, Site Supervisor meetings and reports back to direct supervisor.
- Attends trainings and workshops to enhance knowledge of health services and keep up to date with information related to health.
- Assists with the planning and preparation of the Health Services Advisory Committee Meetings.
- Performs files / data review to meet compliances.

### OTHER DUTIES:

- Adheres to the Americans with Disabilities Act of 1990 (ADA), which prohibits discriminatory actions toward any qualified individuals. In particular, children with disabilities are enrolled in the classroom as mandated by federal and state laws.
- Ensures strict compliance with universal precautions during work-related visits or when administering first aid.
- Other duties as assigned within scope of job classification.

### LIMITS OF AUTHORITY

- Relative authority to maintain compliance with federal, state, and local laws as well as the Agency's policies and procedures.
- Relative authority to maintain compliance with program standards and the requirements of funding guidelines.
- Maintains close communication with the immediate supervisor to recommend a course of action and to receive directives on priorities.

### **OTHER REQUIREMENTS:**

- Must be able to relate with all people of the community regardless of sexual, ethnic, racial, or religious background or socio-economic level.
- Must pass health screening and TB skin test or chest x-ray.
- Must meet SB 792 immunization requirement.
- Must meet AB 1207 mandated reporter training requirement.
- Must be dedicated to the goals and philosophy of CAPMC and Department.
- Must possess emotional maturity, stability, tactfulness, and the ability to provide professional leadership.
- Must have dependable insured transportation and a valid California Driver's License and acceptable driving record. A DMV printout and proof of insurance will be required. Mileage may be reimbursed subjected to CAPMC's policy.
- Must complete all background requirements: references, sex offender registry check, livescan checks, a pre-employment drug screen, acknowledgement of child abuse reporting responsibility, criminal record statement, and receive satisfactory clearance from all licensing and investigative authorities. Employment is contingent upon receiving clearances from appropriate authorities.
- Must use reasonable precautions in the performance of one's duties and adhere to all applicable safety rules and practices; and act in such a manner as to

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always ensure maximum safety to oneself, fellow employees, clients, and children.

### PHYSICAL ACTIVITIES

- **Balancing:** Maintaining body equilibrium to prevent falling or tripping when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, stepping stools, ramps, stairs, and the like, using feet and legs and/or hands and arms. Hands and arms may be used for balance, such as holding a railing.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Driving:** Driving is the operation of a motorized passenger vehicle or other vehicles such as forklifts, golf carts, riding mowers.
- **Eye/Hand/Foot Coordination:** Performing work through using two or more body parts or other devices.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.
- **Fine Manipulation:** Touching, picking, pinching, or otherwise working primarily with fingers rather than the whole hand or arm as in gross manipulation.
- **Foot or Leg Controls:** Use of one or both feet or legs to move controls on machinery or equipment. Control includes, and is not limited to, pedals, buttons, levers, or cranks.
- **Gross Manipulation:** Seizing, holding, grasping, turning, or otherwise working with the hand(s). It is often present when lifting involves the hands. Fingers are involved only to the extent that they are an extension of the hand to hold or operate a tool such as tin snips or scissors.
- **Hearing Requirements:** The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes or alarms). This includes in person speech, other remote speech, other sounds, telephone, video conference.
- **Keyboarding:** Entering text or data into a computer or other machine by means of a traditional keyboard. Traditional keyboard refers to a panel of keys used as the primary input device on a computer, typographic machine or 10-Key numeric keypad.
- **Kneeling:** Bending legs at the knees to come to a rest on knee(s).
- **Lifting or Carrying:** Lifting is raising or lowering an object from one level to another. Lifting can include an upward pulling motion. Carrying is to transport an object – usually by holding it in the hands or arms or wearing it on the body.

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- Pushing or Pulling: Pushing is exerting force upon an object so that the object moves away from the origin of the force. Pulling is exerting force upon an object so that the object moves toward the origin of the force. Pushing or pulling may involve use of hands or arms and/or feet or legs done with one side of the body or both sides.
- Reaching at or below Shoulder Level: Reaching at or below the shoulder is present when there is 'Reaching,' but it does not meet the threshold for 'Overhead.' 'Overhead' and 'At or Below the Shoulder Reaching' can be present in the same task.
- Reaching Overhead - Extending the arm(s) with the hand(s) higher than the head and one of these conditions exist: (1) A person bends the elbows, and the angle at the shoulders is about 90 degrees or more, or (2) A person keeps the elbow extended, and the angle at the shoulder is about 120 degrees or more.
- Repetitive Motions: Making frequent on continuous movement.
- Alternate Standing/Sitting at Will: The ability to alternate between standing and sitting is present when the employee has the flexibility to choose between standing or sitting as needed.
- Sitting: Remaining in a seated position.
- Speaking: Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.
- Standing or Walking: Standing is to remain on one's feet in an upright position without moving about. Walking is to move about on foot.
- Stooping: Stooping is bending the body forward and down while bending the spine at the waist 45 degrees or more either over something below waist level or down towards an object on or near the ground.

### VISUAL ACUITY

- Near Visual Acuity: Clarity of vision at approximately 20 inches or less (i.e., working with small objects or reading small print), including use of computers.
- Far Visual Acuity: Clarity of vision at 20 feet or more. This is not just the ability to see a person or object, but the ability to recognize features as well.
- Peripheral Vision: Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.

### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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### WORKING CONDITIONS

- The worker is subject to both environmental conditions: Activities occur inside and outside.
- The worker may be exposed to infectious diseases.

***To build a diverse workforce, CAPMC encourages applications from individuals with disabilities, minorities, veterans, and women. EEO/AA Employer.***