

CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION
Fall 2019

Name of Person Submitting Request:	Elaine Akers			
Program or Service Area:	Student Health Services			
Division:	Student Services			
Date of Last Program Efficacy:	2018			
What rating was given?	Continuation			
Current Number of Classified Staff:	FT:	1	PT:	1
Position Requested:	Full Time Clerical Assistant			
Strategic Initiatives Addressed: (See http://www.valleycollege.edu/about-sbvc/office-of-president/college_planning_documents/documents/strategic-plan-report-working-doc-8-25-15-2.pdf)	1,2,3,4 Access, Student Success, Campus Climate and Culture,			

Replacement ☐

Growth ☒

If you checked replacement, when was the position vacated? _____

1. Provide a rationale for your request. (Explain, in detail, the need for this position.)

The clerk is a key person in student health since they are the first person a customer sees when they walk in the door or talk to when they call on the phone. Student Health answers every call that we receive when it comes in except in rare instances. We have a high volume of walk in traffic as well. Our clerk manages tasks such as Family PACT enrollment, appointment scheduling, immunization tracking, scanning into the medical record, flyer development, printing orders, facility requests for all our events, president up-dates, calendaring of events, scanning into the medical record, submission of Family PACT billing, daily deposits to CBO, mail pick-up in addition to answering phone, filing, copying, and other traditional clerk duties. Student Health needs a full time clerk so would like to up-grade our part time clerk to full time. There is no other clerical assistance to cover when the secretary is at meetings, on vacation, or out for other reasons. The office really cannot function during these times without clerical support due to the high volume of phone calls, walk in clients, clinical staff support needs, medical clinic back office, mental health clinic back office, and the usual district business. The secretary is not able to complete important administrative tasks needed to keep our program functioning during hours and times that our clerk is out of the office due to constant interruptions and distractions. An average 5 hour period recently included 43-45 student inquiries at the front window and 20 phone calls each day in addition to doing filing, electronic scheduling; and assisting clinicians with charts, copying, supplies and misc. In addition to the in office work we also provide a lot of services on campus that need the facility use, PRs, board items, hold harmless, liability coverage riders, advertising, and preparation of supporting educational materials. This in and of its self is a full time job at times. Our clerk works with all the usual electronic programs on campus and in addition needs to schedule and scan to the electronic medical record, set up new clients in the state Family PACT program, and enter immunizations into the state tracking electronic management system. For smooth operation of Student Health Services and a welcoming atmosphere for all our customers a full time clerk is a must. Throughout the day the clerk is constantly interacting with customers, clinicians, campus community and external community

partners. The presentation and climate of the office is calm, welcoming, and professional when we have a well-trained clerk at the front desk.

2. Indicate how the content of the department/program's latest Efficacy Report and/or current EMP supports this request and how the request is tied to program planning. (*Directly reference the relevant information from your latest Efficacy Report and/or current EMP in your discussion.*)

This need was included in our last efficacy report and supported with data. Clerical staff's workload and stress level due to constant demands from students and staff. Continue to work on streamlining work. We have electronic scheduling with our electronic medical records which helps with that aspect of the work. The complex and demanding processes for ordering supplies, preparing for events, processing contracts, processing hiring documents every semester, managing medical office traffic, and dealing with stressed students makes the secretary and clerk positions very challenging and difficult.

3. Indicate any additional information you want the committee to consider (*for example, regulatory information, compliance, updated efficiency, student success data, planning, etc.*).

The clerk is the first person our customer sees when they come in or hears when they call. This person needs to present a welcoming, professional, and helpful face for student health services. We do deal with county, state, and medical professional organizations regarding compliance issues and current standards of practice. This person needs to know enough about these systems to refer their questions to the correct person and handle them appropriately. When we are forced to function without our clerk things can get somewhat disorganized, harrowed, and sloppy during high utilization periods.

4. What are the consequences of not filling this position?

Gaps in service and a disorganized presentation especially when the secretary is gone. The coordinator, RN, or therapist needs to fill these gaps when there is no one else to do so. Important functions and phone calls may not be addressed in a timely manner. Client services for those in the back office come first so walk-in students and phone calls may have to wait. We have no control over the acuity of who walks in the office so this could be a potential risk management and liability issue. It is very disruptive to clinician client rapport and effectiveness when a clinician has to leave to answer phones, front window, or urgent needs of another provider in the clinic while trying to provide services. If we have sick calls, vacation, or frequent meetings this is a reality that occurs when the clerk is out of the office. The coordinator often needs to miss important meetings during these periods as well. If we have a client come in crisis a clinician can be occupied with that for large blocks of time up to 3 hours and cannot respond to these other needs. The clinician also needs clerical support at those times to coordinate with community resources that may be brought in to support the client so they can remain with the client. In general the office atmosphere is stressed, there is inadequate support for clinicians and clients, and an increased risk for errors and omissions when we do not have a clerk available. This can be a health and safety issue as well as a strain on the morale of the service unit.

