

COUNTY OF SOLANO

HEALTH ASSISTANT

DEFINITION

Provides routine assessment, patient education, and/or assistance and technical support in one or more public health programs at various sites.

CLASS CHARACTERISTICS

This class is characterized by the responsibility to perform support health service tasks in a variety of health prevention, treatment and maintenance activities with participants/clients in support of public health programs. A program may focus on such areas as nutrition, immunizations, infectious diseases, prenatal, maternal, child or family health. This class is distinguished from Public Health Nurse or Public Health Nutritionist in that the latter are professional level classifications responsible for nutritional care and case management for medically high-risk patients.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Public Health Nurse (Senior), Nursing Supervisor or a manager.

Exercises no supervision.

EXAMPLES OF DUTIES *-Duties may include but are not limited to the following:*

Conducts screening of clients by telephone, in person, refers to the appropriate health program; assists with completing forms; determines the client eligibility based on income, medical, nutrition, and social services needs of children and other family members.

Explains services and provides information about program participation criteria, and program operations; ensures awareness of immunization requirements and the importance of obtaining medical care, proper nutrition, prenatal care, maternal care, necessity of medication compliance or other health issues relevant to specific client's situation and program.

Screens for health history, demographics, and assists with scheduling of appointments for medical, dental, mental and/or social or public assistance services; makes referral to other programs and providers of medical and social services.

Provides informational literature to clients on various topics specific to their health, nutrition status and life cycle stage; discusses ways to improve health and nutrition and decrease health and nutrition risks; teaches health and nutrition education classes to educate clients on topics relevant to their stage in the life cycle.

Documents information in client file and /or on the computer; follows up with professional staff on client needs and additional assessments needed, assists and/ or collaborates with professional staff in preparing plans for counseling toward improvement of health condition; works with clients directly in establishing health and nutrition goals.

Maintains active and inactive program and client records according to protocol; assembles client records and ensures that necessary documentation is complete.

Prepares various reports including client information forms, client billing forms, activity and progress reports. Assists in conducting surveys and compiling statistical data on program areas; and organizes calculates, and prepares information in requested format.

Determines clients' need for transportation or assistance in order to have access to health care; may transport, arrange transportation, accompany adults, adolescents or children receiving services of the department.

Distributes and explains educational/program specific information and materials; may make presentations to individual, school or community groups on specific health topics; provides information to families about qualifying for low cost or free insurance; follows up to ensure needs are met.

May perform duties as part of an interdisciplinary team providing integrated services to clients, and or the community.

Depending on assignment may make home visits to ensure clients follow treatment plans, deliver and/or observe clients taking medication, and seek out clients who are not present at designated time to take prescribed medication.

Observes, documents and queries clients per protocol about problems associated with diagnosis and medication; clarifies information for client and documents visit appropriately.

Communicates significant concerns or changes in clients' progress for review by a medical professional.

Performs follow-up by phone or letter to clients who have identified health problems to ensure recommended treatment has been received; may assist with clinic registration and process client records; performs outreach activities to communities and populations at risk based on health program guidance and instructions.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Basic individual and community public health needs and problems.

Basic principles of human behavior, report writing, data gathering and record keeping practices.
Interviewing principles and practices.

Basic mathematics; basic symptoms, detection, and disease specific treatment methods, and health needs of targeted populations.

Computers/automated systems for data entry.

Skills to:

Utilize basic office equipment and various types of office supplies, materials, equipment and machinery.

Ability to:

Interview clients and obtain information regarding their needs for health and nutrition services.

Establish and maintain working relationships with clients, co-workers and the community.

Recognize specific indicators of need for service and develop service delivery plans.

Review and maintain case records.

Assess need to make appropriate referrals.

Communicate effectively both verbally and in writing with people of diverse socio-economic backgrounds and cultures.

Experience and Education/Training

Experience:

Two year of experience performing client intake and screening, obtaining personal history data, assessment, peer counseling, and nutrition counseling in health or related area.

Education/Training:

A High School diploma or equivalent. An Associates' degree or equivalent from an accredited college in health services, nutrition, social science, psychology or related field may be substituted for the above experience.

SPECIAL REQUIREMENTS

Possession of or ability to obtain a valid Class C California driver's license may be required.

SUPPLEMENTAL INFORMATION

Independent travel may be required.

Positions allocated to this class may require bilingual skills.

Selectees for employment must as a condition of employment sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Incumbents must be able to work in an environment that may include exposure to communicable disease.

Director of Human Resources

Established Date: August, 1998

Revised Date: November 2002

BOS Date: June 30, 2003

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