Health and Human Services
Jobs Center

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Posting Type: Open to All Applicants

Category: Healthcare Support
FLSA Exempt/Non-Exempt: Non-Exempt

Agency: Dept of State Health Services
Department: Region 9/10

Job Title: Human Services Technician II
Posting Number: 294276

Full Time/Part Time: Full Time
Regular/Temporary: Regular

Job Location: 701 N BOMAR
City: PRESIDIO

Contact: AccessHR Service Center
Telephone: 888-894-4747

Salary Range: $2,407.92 - $2,750.00
Salary Group: A09

Shift: Days (First)
Travel: 25%

Closing Date:

Job Description:
Human Services Technician II Providing services for Health Service Region 9/10. Under the general direction of the Field Office Team Leader and directly supervised by the Nursing Supervisor. Provides clerical and delegated clinical support to the Presidio Field Office Clinic and satellite sites. Assists Team Leader in the provision of health services. Provides assistance to program staff and to the public in areas of public health, community health, and prevention services. Maintains records for the Field Office clinic and may assist satellite sites. Familiar with Regional Emergency Response plan. Works under limited supervision, with considerable latitude for the use of initiatives and independent judgment.

Essential Job Functions:
(50%) POPULATION BASED COMMUNITY OUTREACH ACTIVITIES: Conducts public health need assessments and analyzes and reports results. Assists professional public health staff in communicating with agencies/individuals on the treatment, control, or prevention of diseases or injury. Assists professional public health staff to create awareness for public health problems, family, and community health programs. Disseminates information to the public through presentations, event planning, attending training, and community networking. Required travel for training, conferences, and meetings outside of local area. (35%) CLERICAL DUTIES: Inputs TWICES data entry and maintains client reminder tracking system. Transfers client medical information according to HIPAA guidelines. Compiles new client records and maintains inventory of office supplies, assists with ordering/receiving clinical and vaccine supplies. Assists with ordering office, clinical, and vaccine supplies. Responsible for maintaining, pulling, filing, and confidentiality of all client records. May
perform billing and clinical data entry. Assist with preparations and submitting end of the month reports. Assists in the development of technical policies, protocols, and standard operating procedures governing the delivery of public health services. May be asked to travel as needed to provide coverage to other field offices. Required travel for training outside of local area. (10%) CLINICAL DUTIES: May collect, process, and prepare laboratory specimens for shipment and maintenance of log. Responsible for client screening and eligibility determination. May assist with screening and acquiring vital signs for medical staff. Files lab results in appropriate client record. Assists with administration of Directly Observed Therapy medications to Tuberculosis client as needed under the guidance of the RN. Screens clients for vaccine history and prepares vaccine information documents according to DSHS immunizations schedule. May assist in the operation of public health sub-offices, field offices, and clinics. May assist in auditing of records in field offices. Will be the subject matter expert for other Human Services Technicians in the region. Required travel for training, conferences, and meetings outside of local area. (5%) EMERGENCY PREPAREDNESS: Other duties as assigned include but are not limited to actively participating and/or serving in a supporting role to meet the agency’s obligations for disaster response and/or recovery or Continuity of Operations (COOP) activation. Such participation may require an alternate shift pattern assignment and/or location.

Knowledge Skills Abilities:
Knowledge of public health and prevention practices and procedures. Knowledge of community public health resources. Knowledge of social, economic, and public health issues. Knowledge of community organizations and resources. Skill in conducting community needs assessments. Skill with basic computer programs and data entry. Skill in the use of basic medical equipment such as BP cuffs, weight scale, and thermometer. Skill in using general office equipment to purchase office supplies and other ancillary medical supplies. Skill in preparing and conducting presentations. Ability to accurately gather and record vital signs. Ability to interpret public health policies, procedures, regulations, and laws. Ability to communicate effectively both written and orally. Ability to maintain and adhere to strict confidentiality policies. Ability to travel in state vehicle and in own vehicle. Ability to maintain detailed confidential records. Ability to prepare concise accurate reports. Ability to handle themselves in a professional manner under stressful situations. Ability to work as a team member. Ability to travel.

Registration or Licensure Requirements:
Have a current Texas Class C driver’s license. CPR certified or the ability to obtain a CPR certification within the first six month of employment. Employee is required to have annual influenza vaccine and TB skin test. Other required vaccines upon hire are MMR 2 doses, Varicella 2 doses, Hep B 3 dose series, andTd.

Initial Selection Criteria:
Customer service experience. Experience in a clerical/clinical office setting.

Additional Information:
Preferred MA, LVN, CHW, or experience in outreach. Phone interview may be utilized. Travel requirements and possible working hours other than 8-5 are applicable and must be able to accommodate. In compliance with the Americans with Disabilities Act (ADA), HHS agencies will provide reasonable accommodation during the hiring and selection process for qualified individuals with a disability. If you need assistance completing the on-line application, contact the HHS Employee Service Center at 1-888-894-4747©. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview. Req ID # 294276

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