

## CLASS SPECIFICATION

Yuba County

May 1996

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**CLASS TITLE:** Health Aide (Bilingual)

**FLSA STATUS:** Non-exempt

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### **JOB SUMMARY:**

Assists professional and technical staff in providing health and related human service support to assigned client base; provides translation services to clients on a regular basis; performs related work as assigned.

### **CLASS CHARACTERISTICS:**

This class provides routine and structured office and in-home support to a variety of health service programs, normally under the direct supervision of a nursing staff member. Responsibilities include acting as a liaison between the client and the County, ensuring that the client obtains the necessary services and support.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Provides translation (verbal or written) services in a specified language other than English to the population served by the County; assists clients in obtaining County services.
- Obtains information from clients in a clinic setting; takes height, weight, blood pressure, hearing, vision, and other basic measurements; administers TB tests.
- Obtains information and explains program requirements to WIC referrals.
- Provides in-home services regarding TB medications; ensures that medications are provided and taken on a regular basis.
- Assists clients in communicating with representatives of the department, community agencies and other providing case assistance; assists clients in completing forms and asks questions and obtains information on their behalf.
- Refers applicants and recipients who need additional assistance to appropriate departmental staff; prepares the necessary referral documents; confers with supervisor regarding clients who may need emergency assistance of some type.
- Observes and advises supervisors regarding client behavior, activities, attitudes or possible needs.
- Maintains records and files related to work performed and provides information for client case files.

#### **Important:**

- Verifies Medi-cal numbers and patient addresses.
- Performs a variety of general office support work such as answering phones, filing, making photocopies, processing mail and performing light typing or data entry.
- Runs errands, picks up and delivers materials, medications, supplies and documents as required.
- Uses standard office equipment and drives a motor vehicle in the course of the work.

**QUALIFICATIONS:**

**Knowledge of:**

Fluency and writing capability in the language for which translation is required.  
Cultural sensitivity for the population requiring translation services.  
Basic concepts of health service programs.  
Standard office practices and procedures, including filing and the operation of standard office equipment.  
Record keeping principles and practices.  
Basic business arithmetic.  
Techniques for dealing with the public, in person and over the telephone.

**Skill in:**

Translating accurately in oral and written form.  
Driving a motor vehicle skillfully and safely.  
Making accurate arithmetic calculations.  
Performing basic office support work.  
Maintaining accurate records and files.  
Following oral and written directions.  
Working without close supervision in standard work situations.  
Speaking English effectively to communicate in person or over the telephone.  
Establishing and maintaining effective working relationships with those contacted in the course of the work.

**Physical Demands:**

- Mobility to work in a typical office setting, use standard office equipment, and to drive a motor vehicle in order to run errands and transport clients.
- Vision to read printed materials and a computer screen for prolonged periods of time.
- Hearing and speech to communicate in person or over the telephone.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Licensing and Certification:**

- Possess a valid California Class C driver's license.

**Background:** Any combination of education and experience which provides the required knowledge and skills is acceptable; a typical way of gaining the knowledge and skills is outlined below.

Equivalent to graduation from a high school and one year responsible work experience in a medical office or clinic working with the public. Medical Assistant training is highly desirable.

**This class specification lists the major duties and requirements of the job. Incumbent(s) may be expected to perform job-related duties other than those contained in this document.**