General Statement of Duties

Performs full performance technical level work assisting physicians, nurses, and other medical staff in providing quality patient care utilizing specialized treatments and/or procedures in a variety of clinical settings.

Distinguishing Characteristics

This classification is located at Denver Health Medical Center and is being maintained for promotional purposes.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

None

Essential Duties

Performs a variety of health support activities such as administering hearing, EKG, vision and spirometry tests, non-stress testing, obtaining blood samples which may involve administering drug and alcohol tests and administering tuberculosis skin test or assisting in the physical or occupational therapy area.

Assists professional caregivers by educating patients in specialized physical conditions such as blood pressure stabilization, methods of maintaining a low cholesterol count, or other specialized counseling to promote health maintenance.

Triages patient’s conditions utilizing specific protocols and determines the necessity for immediate medical attention and schedules care appointments.

Performs a variety of clinical support activities such as checking in patients by obtaining patient information, assisting caregivers, providing wound care, instructing patients in special procedures or testing, and assisting in maintaining smooth clinic flow.
Performs patient liaison by contacting patient to explain abnormal lab tests or other telephone contacts to either relay information or to inquire why a patient’s appointment was missed. Participates in chart review.

Maintains rooms used to provide patient care by restocking with necessary supplies. Ensures all rooms and equipment are maintained in a clean and orderly manner. Checks equipment to determine if it is in proper working order.

Performs a variety of clerical support tasks to ensure proper flow of clinic activities; assists in preparing a variety of reports.

Assists in the maintenance of established departmental policies and procedures, objectives, quality improvement, safety, environmental and infection control standards.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

**Customer Service** – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Teaching Others** - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

**Technical Competence** - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Writing** - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### Knowledge & Skills

Knowledge of blood borne pathogen regulations and universal precautions sufficient to be able to protect self and others from possible infection.

Knowledge of health support practices sufficient to be able to perform triage service for patients.

Knowledge of clinic care sufficient to be able to assist caregivers and perform a variety of other duties related to the work assignment.

Skill in using diagnostic and therapeutic equipment sufficient to be able to administer care to patients under the direction of a licensed health professional.

### Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### Experience Requirement

Two (2) years in a health care setting working with patients and staff to provide direct patient care.
Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

Requires CPR certification by the end of the probationary period, and maintained throughout employment.
Requires Certified Nursing Assistant certification or equivalent at the time of application.

Working Environment

Contact with patients under a wide variety of circumstances.
Potential exposure to hazardous anesthetic agents, body fluids and wastes.
Potential exposure to infections and contagious disease.
Potential exposure to odors in kitchen and/or patient areas.
Potential exposure to risk of blood borne diseases.
Potential exposure to unpleasant elements (accidents, injuries and illness).
Occasional pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one’s feet in an upright position.
Walking: moving about on foot.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force upon an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hands.
Fingering: picking, pinching, or otherwise working with fingers.
Feeling: perceiving attributes of objects by means of skin receptors.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: Making frequent movements with a part of the body.
Lifting: Raising or lowering an object over 10 pounds.
Far acuity: ability to see clearly at 20 feet or more.
Near acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distance and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

- Criminal Check
- Employment Verification
- Licensure/Certification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

- Pay Grade: O-605
- FLSA Code: N
- Management Level: 10
- Established Date: 9/21/2018
- Established By: Lori Schumann
- Revised Date:
- Revised By:
- Class History: