



Office of Human Resources  
Clinical Care Technician - CO2645

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**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.

**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**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**