Office of Human Resources

Senior Clinical Care Associate – CO2664

General Statement of Duties
Provides direct patient care as a physician extender utilizing established medical protocols in public health.

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, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised
By position, performs lead work.

Essential Duties
Provides direct patient care which includes diagnosis, evaluation, laboratory testing, and determination of treatments and dispensing of medication utilizing established protocols in public health

Performs technical laboratory duties such as drawing blood, spinning blood samples, taking mouth cultures and similar duties according to protocols.

Trains and educates other health care providers and participates in departmental sponsored educational activities.

Provides test results to clients and makes referrals to health professionals for purposes of disease prevention or management.

Counsels and educates patients to manage diseases.

Assists in a variety of research projects which may involve interviewing research subjects, administering questionnaires and other activities to obtain necessary data to complete projects.
Performs public speaking to provide information concerning disease prevention or other topics related to public health.

Maintain patient data and other records, reports and files as required.

Maintains established departmental policies and procedures, quality improvement, safety, environmental and infection control standards.

Enhances professional growth and development through participation in educational programs, receiving current literature, and attending in-service meetings and workshops.

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

- **Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.
- **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.
- **Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.
- **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.
- **Oral Communication** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
- **Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.
- **Writing** – Writes in a clear, concise, organized, and convincing manner for the intended audience.

### Knowledge & Skills

None

### Education Requirement

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

### Experience Requirement

Three (3) years in a health care setting assisting health care professionals performing patient diagnosis and treatment; three (3) years in a medical laboratory providing assistance to others conducting tests; or one year performing the duties of a Clinical Care Associate.
## Education & Experience Equivalency

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

### Licensure & Certification

None

### Working Environment

- Contact with patients under wide variety of circumstances
- Potential exposure to infection from disease-bearing specimens
- Potential exposure to infections and contagious disease.
- Potential exposure to patients elements.
- Potential exposure to risk of blood borne disease.

### 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.):

- Carrying: transporting an object, usually by hand, arm, or shoulder.
- Eye/hand/foot coordination: performing work through using two or more.
- Fingering: picking, pinching, or otherwise working with fingers.
- Handling: seizing, holding, grasping, or otherwise working with hands.
- Hearing: perceiving the nature of sounds by the ear.
- Sitting: remaining in the normal seated position.
- Standing: remaining on one’s feet in an upright position.
- Talking: expressing or exchanging ideas by means of spoken words.
- Walking: moving about on foot.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement

- Criminal Check
- Employment Verification

### Assessment Requirement

None

### Probation Period

Six (6) months.
## Class Detail

- **Pay Grade:** O-610
- **FLSA Code:** N
- **Management Level:** 10
- **Established Date:** 9/21/2018
- **Established By:** Lori Schumann
- **Revised Date:** 6/11/2019
- **Revised By:** Ryland Feno
- **Class History:**
  - 6/11/19 - Updated working environment verbiage.