



Career Service Authority

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Advanced Poison Information Specialist

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance professional level work providing emergency information and treatment recommendations by phone to consumers and health care providers.

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 and 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 Communications and 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:

By position performs lead-work.

ESSENTIAL DUTIES

Assumes lead-work responsibilities for a shift which involves overseeing staffing patterns, assisting with orientation of new staff members and serve as a resource person for less experienced staff or difficult cases.

Organizes and oversees public education projects as well as presenting education programs, lectures and training to educate health care providers, health care organizations and public groups and organizations regarding the diagnosis and treatment of persons who have ingested poisonous or toxic substances.

Receives calls from the public relating to actual or suspected poisoning by ingestion of or exposure to drugs, medications, chemicals, contaminated food, carbon monoxide, plants, insects, or any other toxic substance.

Accesses all available sources of information and provides current and correct recommendations or information to the public and health care providers regarding actual and possible poisoning and toxicology substance reactions.

Arranges for the victim's transport by ambulance or recommends the caller to transport the victim for medical attention immediately.

Participates in research projects.

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

Cooperates with other personnel to achieve departmental and interdepartmental objectives and maintain good employee relations.

Enhances professional growth and development through participation in education 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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Reading – Understands and interprets written material, including technical materials, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a brief, clear, and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Oral Communication – Expresses information (for example, ideas or facts) to individual or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Decision Making – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Self-Management – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment toward completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effective dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Customer Service – Works with clients and customers (that is, any individual who uses or receives the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolves their problems, or satisfies their expectations; knows about available products and services; is committed to providing quality products and services.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with uncertainty.

Memory – Recalls information that has been presented previously.

Knowledge of poisonous and toxic substances sufficient to be able to educate health care employees, public groups and organizations regarding the diagnosis and treatment of persons who have ingested such substances.

Knowledge of poisoning by ingestion or physical exposure sufficient to be able to provide recommendations to callers.

Physical Demands:

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object from one level to another.
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.

Working Environment:

Contact with patients under a wide variety of circumstances.
Exposed to hazardous anesthetic agents, body fluids and wastes.
Exposed to infections and contagious disease.
Exposed to odors in kitchen and/or patient areas.
Exposed to risk of blood borne diseases.
Exposed 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.

Education Requirement:

Completion of a nursing education program which satisfies the licensing requirement of the Colorado State Board of Nursing.

Experience Requirement:

One-year of experience as a professional nurse working in a poison control center.

Education/Experience Equivalency:

Additional appropriate experience may be substituted for the minimum experience requirement.

Licensure and/or Certification:

Requires CPR Certification by the end of the probationary period, to be maintained throughout employment.

Requires possession of a valid Colorado Registered Nurse's License, or permit at the time of application; with the intent that the permit be used only until licensure is obtained within a reasonable timeframe.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 9/16/1995

ESTABLISHED BY: Jean Canfield

REVISED DATE: 12/20/09

REVISED BY: John Hoffman

CLASS HISTORY: 12/20/09: This class was revised, updated, and placed into the new class specification format.