



Career Service Authority
Behavioral Health Technician

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GENERAL STATEMENT OF CLASS DUTIES

Performs basic physical care procedures within a mental health care context, and participates in patient care plan formulation and implementation under the direction of a Registered Nurse.

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

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Observes, monitors and communicates with patients to soothe their anxieties and ensure their safety.

Contributes to formulation and assists in the implementation of patient care plan through discussions with patient care plan coordinator.

Monitors environment to ensure it is safe for patients and reports potentially dangerous conditions to supervisor.

Assists with basic nursing care procedures and charts observed behavior, physical condition and vital signs, including temperature, pulse, respiration, and blood pressure.

Participates in recreational, occupational, and group therapy activities with patients.

Assists patients with activities of daily living that includes patient personal hygiene, mobility, lifting, turning, transport, bathes and showers, feeds, and/or dresses patients.

May monitor patients in restraint and/or in seclusion.

Maintains rooms used to provide patient care by restocking with necessary supplies and ensures all rooms are ready to be occupied.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

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.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds & situations; is sensitive to individual differences.

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.

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.

Writing: Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

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

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

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

Stress Tolerance: Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

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

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 ambiguity.

Customer Service: Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

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

Balancing: maintaining body equilibrium to prevent falling over.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Eye/hand/foot coordination: performing work through using two or more.

Feeling: perceiving attributes of objects by means of skin receptors.

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.

Reaching: extending the hand(s) and arm(s) in any direction.

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.

Working Environment:

Exposed to dangers of assaults/hazards from investigating alarms

Exposed to hazardous anesthetic agents, body fluids and wastes

Exposed to infection from disease-bearing specimens

Exposed to infections and contagious disease

Exposed to odorous chemicals and specimens

Exposed to odors in kitchen and/or patient areas

May perform emergency care

Occasional exposure to unpleasant patient or unit elements

Occasional judgment/action, which could result in death of patient
Subject to long irregular hours
Subject to many interruptions
Subject to varying and unpredictable situations

Education Requirement:

Graduation from high school or possession of a GED Certificate at time of application.

Experience Requirement:

Two years of experience in a health clinic or hospital working with patients and staff to provide direct patient care.

Education/Experience Equivalency:

Additional appropriate education and a Nursing Aide Certificate may be substituted for one year of the experience requirement

Licensure and/or Certification:

By position, requires a valid driver's license at time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Jean Canfield

REVISED DATE: 11/22/2009

REVISED BY: Blair Malloy

CLASS HISTORY 11/2009 - The title was changed from Psychiatric Technician and this class was revised and updated into new format.