



Career Service Authority  
Clinical Care Technician

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**GENERAL STATEMENT OF CLASS 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 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:***

No supervisory responsibility.

## 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.

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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.  
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## 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 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.

***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:***

Graduation from high school, or possession of a GED certificate.

***Experience Requirement:***

Two years in a health care setting working with patients and staff to provide direct patient care.

***Education/Experience Equivalency:***

Additional medical education may be substituted for one year of experience.

***Licensure and/or 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.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 09/16/1995

***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.