



Career Service Authority
Health Care Technician

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GENERAL STATEMENT OF CLASS DUTIES

Assists professional caregivers in the emergency department, walk-in clinic, and intensive care unit in providing medical assistance to patients which require immediate medical attention.

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 people under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Performs a variety of health support activities such as taking vital signs which include temperature, pulse, respiration and blood pressure in stressful or emergency environments.

Assists professional caregivers by performing basic procedures such as obtaining blood samples, performing catheterizations, cleaning wounds and connecting patients to specialized equipment.

Observe, monitor and communicate with clients to soothe their anxieties; interacts with friends and relatives to calm apprehension.

Assists in the admission and discharge of patients. Organizes and transports patients to other medical areas or inpatient room.

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.

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

Documents patient's personal property and ensures safety.

Assist caregivers in performing a variety of patient care procedures.

May perform hearing and vision screenings according to protocols; provides patient education.

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.

Attention to Detail- Is thorough when performing work and conscientious about attention to detail.

Interpersonal Skills- Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively 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.

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.

Memory- Recalls information that has been presented previously.

Eye-Hand Coordination- Accurately coordinates one's eyes with one's fingers, wrists, or arms to perform job-related tasks (for example, to move, carry, or manipulate objects).

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

Oral Communication- Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); listens to others, attends to nonverbal cues, and responds appropriately.

Technology Application- Uses machines, tools, instruments, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

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

Knowledge of health support practices sufficient to be able to perform acute care patient assistance.

Knowledge of diagnosis and treatment methods sufficient to be able to apply medical protocols under the direction of a licensed health professional.

Knowledge of chemicals, cleaning agents and sterilization techniques sufficient to be able to maintain a sterile, clean and orderly work area.

Knowledge of inventory techniques sufficient to be able to maintain an adequate level of supplies.

Knowledge of departmental policies, procedures, objectives, safety and infection control standards sufficient to be able to maintain the expected level of efficiency..

Knowledge of patient/client intake for hospitals or clinics sufficient to be able to follow protocols and secure patient valuables.

Knowledge of design, function and use of specialized diagnostic and therapy equipment sufficient to be able to assemble, operate and maintain such items.

Knowledge of general health facility procedures, protocols, regulations and medical terminology sufficient to be able to perform more routine duties without continual direction.

Skill in establishing and maintaining effective working relationships with other employees and organizations and the public in emergency and other situations.

Skill in reacting calmly and effectively in emergency and stressful situations.

Skill in obtaining information from patients, calming and reassuring patients, providing patient care, and motivating patients to accept treatments.

Skill in understanding and applying oral, written, illustrated or demonstrated instructions.

Skill in checking equipment common to the area.

Skill in using diagnostic and therapeutic equipment sufficient to be able to administer care to patients under the direction of a licensed health professional.

Skill in communicating with patients verbally or otherwise to provide direction or assistance in a medical setting.

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.
Stooping: bending the body by bending spine at the waist.
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.
Eye/hand/foot coordination: performing work through using two or more.
Lifting: Raising or lowering an object 25 – 50 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:

Wet: frequent contact with water or other liquid.
Contact with patients under wide variety of circumstances
Exposed to hazardous anesthetic agents, body fluids and wastes
Exposed to infection from disease-bearing specimens
Exposed to infections and contagious disease.
Exposed to odors in kitchen and/or patient areas.
Exposed to patient elements.
Exposed to risk of blood borne diseases.
Exposed to unpleasant elements (accidents, injuries and illness)
Handles emergency or crisis situations
May perform emergency care
Occasional exposure to unpleasant patient or unit elements
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 at time of application

Experience Requirement:

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

Education/Experience Equivalency:

Possession of an EMT-B Certificate may be substituted for the minimum experience requirement. Completion of other appropriate health care education or training may be substituted for up to one year of the minimum experience requirement.

Licensure and/or Certification:

None

CLASS DETAIL

FLSA CODE: Nonexempt

ESTABLISHED DATE: 09/16/95

ESTABLISHED BY: Jean Canfield

REVISED DATE: 11/8/09

REVISED BY: Paul Wiberg

CLASS HISTORY 11/8/09: Competencies added; Put into a new format.