



Career Service Authority
Poison Information Specialist

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GENERAL STATEMENT OF CLASS DUTIES

Provides emergency information and treatment recommendations to consumers and health care providers at the Poison Control Center at the Denver Health and provides public and professional educational programs.

DISTINGUISHING CHARACTERISTICS

This class is used 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 general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

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

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 a victim's transportation by ambulance or recommends that the victim receive immediate medical attention.

Develops and presents educational programs to educate health care personnel and public groups and organizations regarding the diagnosis and treatment of persons who have ingested poisonous substances.

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

By position, participates in research projects.

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 material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

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

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

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

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.

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

Planning and Evaluating - Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

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 program goals, and 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.

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

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

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

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

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

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

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

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

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

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

Stress Tolerance – Deals calmly and effectively with high stress situations.

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

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

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 hand(s)
Hearing: perceiving the nature of sounds by the ear
Reaching: extending the hand(s) and arm(s) in any direction.
Repetitive Motions: making frequent movements with a part of the body.
Sitting: remaining in the normal seated position.
Talking: expressing or exchanging ideas by means of spoken words
Lifting: raising or lowering an object up to 10 pounds.
Accommodation: ability to adjust vision to bring objects into focus.
Near Acuity: ability to see clearly at 20 inches or less.

Working Environment:

Handles emergency or crisis situations
Pressure due to multiple calls and inquiries.
Requires judgment/action which could result in death of patient.
Subject to long irregular hours.
Subject to many interruptions.

Education Requirement:

Completion of a Nursing Education Program which satisfies the licensing requirement of the Colorado State Board of Nursing.

Experience Requirement:

None

Licensure and/or Certification:

Possession of a Colorado Registered Nurse license or permit at time of appointment with permit to be used only until a decision on licensure is made.

CLASS DETAIL

FLSA CODE: Exempt
ESTABLISHED DATE: 9/16/1995
REVISED DATE: Patricia Anderson
REVISED BY: 12/20/09

CLASS HISTORY

12/20/09: This class was placed in the new class specification format.