



DENVER
THE MILE HIGH CITY

Career Service Authority
Denver's Human Resource Agency

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JOB SPECIFICATION UPDATE

TO: All agencies citywide

FROM: Alena Martinez

DATE: October 29, 2009

SUBJECT: New and/or revised Job Specifications

Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

New and Revised Job Specifications

Electrocardiograph Technician Supervisor
Rev. 11/1/2009

Senior Cardiac Sonographer
Rev. 11/1/2009

Quality Review and Improvement Supervisor
Rev. 11/1/2009

Job Specifications to be Removed

Electrocardiograph Technician Supervisor
Est. 09/16/1995

Senior Cardiac Sonographer
Est. 09/16/1995

Quality Review and Improvement Supervisor
Est. 09/16/1995



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Electrocardiograph Technician Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Supervises the work of electrocardiograph Technicians performing electrocardiographs (EKG's) and other examinations.

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 in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more employees who do not supervise.

ESSENTIAL DUTIES

Supervises employees administering electrocardiographs, halter monitors and other related examinations.

Ensures accurate editing of electrocardiograms.

Initiates the preparation of legal medical documents (EKG's) for duplication and microfilming.

Reviews, develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Inventories electrocardiograph supplies and equipment and places orders as required.

Maintains statistical reports.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; operates within budget parameters; adjusts work plans/activities as a result of budget changes.

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:

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting) and maintains credibility with others on technical matters.

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.

Team Building – Manages group processes, encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Human Resources Management – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

Planning and Evaluating – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, and anticipates potential threats or opportunities.

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.

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.

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.

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

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.

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

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.

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

Knowledge of training and techniques sufficient to be able to train others in the work of the area.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Skill in performing electrocardiograph examinations.

Skill in editing electrocardiograms.

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.

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.

Near acuity: ability to see clearly at 20 inches or less.

Mathematical reasoning

Oral Comprehension

Written Comprehension

Working Environment:

Contact with patients under a wide variety of circumstances.

Exposed to infection from disease-bearing specimens.

Exposed to odors in kitchen and/or patient areas.

Exposed to patient elements.

Exposed to the risk of bloodborne diseases.

Exposed to unpleasant elements (accidents, injuries and illness)

Exposed to infections and contagious diseases

Handles emergency or crisis situations.

Performs emergency care.

Subject to many interruptions

Subject to varying and unpredictable situations

Education Requirement:

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

Experience Requirement:

Two years of experience as a technician performing electrocardiographs.

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum experience requirement.

Licensure and/or Certification:

Completion of the Career Service Authority supervisory training courses prior to the completion of the probationary period.

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

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Monika MacRossie

REVISED DATE: 11/01/2009

REVISED BY: Meredith Creme

CLASS HISTORY 11/2009: The class specification was updated and placed into the new class specification format.



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Quality Review and Improvement Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Assists in the planning and implementation of the Quality Review and Improvement Program functions for the Denver Health Medical Center.

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 in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised:

Supervises first level supervisors and additional staff.

ESSENTIAL DUTIES

Assists in the development and implementation of effective Quality Review and Improvement Program policies and procedures.

Assists in the direction of the functions of the specialized areas in Quality Improvement of Utilization Review, Quality Review an/or improvement and the medical and clinical monitoring and evaluation of medical records to ensure the agency is providing quality patient care and to identify processes that need to be improved or initiated.

Assists in the direction and maintenance of the Quality Review and Improvement Program and related medical and clinical services to ensure they meet accreditation standards for the Joint Commission on Accreditation of Health Organizations and other accrediting agencies.

Assists in directing the program that provides and coordinates the necessary surveillance involving the detection, control and prevention of nosocomial infections and/or diseases.

Supervises the quality management nursing review and utilization review staff and the infection control coordinator.

Reviews, develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; operates within budget parameters; adjusts work plans/activities as a result of budget changes.

Resolves operational problems related to the clinical quality review and improvement program which involves interfacing with personnel throughout the Denver Health Medical Center.

Works closely with administrative and medical directors to ensure comprehensive program delivery and quality patient care.

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:

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting) and maintains credibility with others on technical matters.

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.

Team Building – Manages group processes, encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Human Resources Management – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

Planning and Evaluating – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, and anticipates potential threats or opportunities.

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.

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.

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.

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

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.

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

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.

Knowledge of quality health care standards and improvement methods sufficient to be able to direct a program related to quality improvement.

Knowledge of quality review and improvement programs sufficient to be able to ensure compliance with the Joint Commission on Accreditation of Health Organizations and other accrediting agencies.

Skill in developing techniques and methodologies to resolve unprecedented problems or situations.

Skill in following established policies and procedures, meeting unit objectives and standards for quality improvement, safety, environment and infection control.

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

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

Balancing: maintaining body equilibrium to prevent falling over.

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

Talking: expressing or exchanging ideas by means of spoken words

Hearing: perceiving the nature of sounds by the ear.

Lifting: raising or lowering an object up to 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 distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Exposed to unpleasant elements (accidents, injuries and ill-ness).

Handles emergency or crisis situations

Pressure due to multiple calls and inquiries

Subject to long irregular hours

Subject to many interruptions

Education Requirement:

Baccalaureate Degree in Nursing from a Colorado State Board approved school of nursing.

Experience Requirement:

Three years of professional nursing experience which includes two years of supervisory experience.

Education/Experience Equivalency:

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

Licensure and/or Certification:

Possession of Colorado Registered Nurse License of permit at the time of appointment with permit to be used only until such time as decision on licensure is made.

Completion of the Career Service Authority supervisory training courses prior to the completion of the probationary period.

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: Patricia Anderson

REVISED DATE: 11/01/2009

REVISED BY: Meredith Creme

CLASS HISTORY 11/2009: The class specification was updated and placed into the new class specification format.



Career Service Authority
Senior Cardiac Sonographer

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GENERAL STATEMENT OF CLASS DUTIES

Performs the duties of a Cardiac Sonographer and provides administrative support to the department.

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 but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

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:

Leads two or more employees.

ESSENTIAL DUTIES

Performs cardiac ultrasound examinations to assist physicians in treatment planning and surgical procedures.

Performs all non-invasive tests and conducts routinely scheduled studies.

Calculates all necessary parameters for diagnostic purposes and submits studies to physicians for interpretation.

Schedules and checks equipment for stress testing and administers stress tests to patients.

Obtains patient history, answers patient questions, and explains procedures.

Enters demographics, billing information, and data for physician reports into computerized data systems for patient billing and physician reports and maintains records on the completeness of reports.

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

Maintains Quality Review and Improvement (QRI) records for non-invasive procedures.

Evaluates various types of equipment from a variety of vendors and prepares recommendations for the purchase of capital equipment.

Interfaces with the Biomedical Engineering Department concerning purchases, maintenance, and maintenance contracts for equipment.

Provides training and cross coverage for the department.

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.

Knowledge of cardiac anatomy and physiology sufficient to be able to position and monitor patients and administer tests.

Skill in using cardiac ultrasound equipment.

Skill in obtaining patient histories.

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

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 hand(s)

Hearing: perceiving the nature of sounds by the ear

Pulling: exerting force on an object so that it is moving to the person

Pushing: exerting force upon an object so that the object is away

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

Working Environment:

Contact with patients under wide variety of circumstances
Exposed to sufficient noise to cause distraction or possible hearing loss.
Exposed to atmospheric conditions that affect the skin or respiratory system.
Exposed to hazards from electrical/mechanical/power equipment
Exposed to infection from disease-bearing specimens
Exposed to infections and contagious disease
Exposed to risk of blood borne disease
Exposed to unpleasant elements (accidents, injuries and illness)
Handles emergency or crisis situations
Requires 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:

Completion of a two year hospital or college program in Non-Invasive Sonography approved by the American Medical Association.

Experience Requirement:

One year of experience of the type and at the level of Cardiac Sonographer.

Education/Experience Equivalency:

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

Licensure and/or Certification:

Registration as a Sonographer in a subspecialty appropriate to the position by the American Registry of Diagnostic Medical Sonographers by completion of the probationary period.

Requires certification in CPR and First Aide at time of application.

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

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Patricia Anderson

REVISED DATE: 11/01/2009

REVISED BY: Meredith Creme

CLASS HISTORY 11/2009: The class specification was updated and placed into the new class specification format.