



Office of Human Resources
Clinical Care Technician - CO2645
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General Statement of 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.

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.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Teaching Others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

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

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

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.

Level of Supervision Exercised

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years in a health care setting working with patients and staff to provide direct patient care.

Education & Experience Equivalency

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

Licensure & 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.

Working Environment

Contact with patients under a wide variety of circumstances.
Potential exposure to hazardous anesthetic agents, body fluids and wastes.
Potential exposure to infections and contagious disease.
Potential exposure to odors in kitchen and/or patient areas.

Potential exposure to risk of blood borne diseases.
Potential exposure 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.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

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

Accommodation: Ability to bring objects into focus.
Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Climbing: Ascending or descending an object or ladder.
Color vision: Ability to distinguish and identify different colors.
Crawling: Moving about in a low or crouched position.
Crouching: Positioning body downward and forward.
Depth Perception: Ability to judge distances and space relationships.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Kneeling: Assuming a lowered position.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon an object so that it moves away from the person.
Reaching: Extending the hands and arms or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check
Employment Verification
Licensure/Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-07

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 1/1/2024

Revised By: BM

Class History: 6/11/19 – Updated working environment verbiage; 1/1/2023 – Pay grade revised due to minimum wage increase; 1/1/24 - Pay grade revised due to annual market analysis.