

### Class Concept

Employees orient new Health Care Technicians in psychiatric hospitals, adult corrections, juvenile centers, developmental centers, neuro-medical treatment centers, or alcohol/drug treatment centers in state, federal, and hospital-wide requirements, procedures, and policies for the provision of habilitative services and care of patients. Employees effectively demonstrate all tasks; participate with the assigned team members to develop training; coordinate training with unit supervisory staff and staff development; and conduct specific training such as first aid, Cardiopulmonary Resuscitation (CPR) training individuals with disabilities in daily living and vocational endeavors. Employees maintain and administer related training records. Employees may also serve as on-the-job trainer and resource person for new hires providing feedback and monitoring of employee activities, tasks, and functions. Employees at this level are troubleshooters/problem-solvers and must be able to demonstrate Health Care Technician I level tasks, duties, and responsibilities. Employees in this class will spend the majority of the time in a mentor role. Employees may work in the admittance office and require knowledge of legal process pertaining to voluntary and involuntary admissions. Work may involve other closely related duties, including the administration of medications in prison facilities. Work is performed under the supervision of clinical (e.g., nursing) and/or professional program staff.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Considerable knowledge of approved behavioral intervention programs.
- Considerable knowledge of the needs of the population served.
- Considerable knowledge of appropriate protocols for medication administration and possible side effects.
- Considerable knowledge of training principles.
- Ability to train and mentor adults in group and one-on-one setting.
- Ability to effectively convey information to family members, individuals, and treatment team, under general supervision, in verbal and written forms.
- Ability to document clear and concise notes of client progress and behaviors.
- Ability to follow-up on services being provided to the clients to assure needs are being met.
- Ability to provide and implement some of the services needed.
- Ability to work independently and as a member of a team.
- Ability to maintain professional and even tempered demeanor and work relationships.
- Ability to learn and apply behavior management and supportive counseling techniques.

#### Minimum Education and Experience

High school or General Educational Development diploma and one year of related work experience; or an equivalent combination of education and experience.

#### Special Condition for Continued Employment

As required, listing as a Nurse Aide I by the North Carolina Division of Health Service Regulation. As applicable, listing as a Nurse Aide II by the North Carolina Board of Nursing. As applicable, North Carolina Emergency Medical Technician (EMT) certification.