

## HEALTH CARE TECHNICIAN I

### CLASS CONCEPT

Employees in this class provide habilitative services and quality care for the welfare, safety and security of individuals in state psychiatric hospitals, developmental centers, neuro medical treatment centers, or alcohol/drug treatment centers. Employees implement specific goals identified in the individual's comprehensive treatment plan. Employees provide basic medical care and train and assist individuals in activities of daily living, redirect inappropriate behaviors in an age-appropriate manner; and provide safe and secure environments. Employees may provide individuals training for home living, social communications, leisure, vocations, community living, and functional academics.

Employees implement and stay current in the assigned individuals' comprehensive/person-centered treatment plans. Work requires basic knowledge of a variety of psychiatric, intellectual disabilities, medical and/or other related conditions, medication classes and their possible side effects and treatment models, and the ability to follow the treatment plans and/or clinical orders. Work requires basic knowledge of teaching strategies and positive behavior supports for people with severe cognitive deficits. Work involves providing ongoing observation, interaction, and feedback to individuals and reporting concerns to the appropriate professional program staff. Work also involves working with the interdisciplinary/treatment team and providing input on each individual's care and condition. Work may involve interacting with the family and/or community. Work involves ongoing contact with individuals who may be diagnosed with a wide spectrum of psychiatric and/or developmental conditions that may include unpredictable behaviors, maladaptive, and potentially dangerous behaviors. Work will involve other closely related duties. Work is performed under the supervision of clinical (e.g., nursing) or professional program staff.

### EXAMPLES OF WORK

Provide direct care, training in daily living skills, and/or nursing assistant duties of limited complexity. Employees assist clinical and/or professional program staff as requested. Employees encourage individuals to be independent as defined in the individual's comprehensive person-centered treatment plans. Examples of duties: observe and monitor diets, medication intake, record intake and output, take and record vital signs, shower, bath, shave, shampoo, dry and style hair, dress or assist with dressing, assist in mealtime preparation and feeding, prepare for bed and monitor while in bed, escort individuals to medical and treatment appointments and monitor and manage behavior during such appointments. Employees may assist with conducting isolation techniques and monitoring oxygen and tube-feedings. Employees teach individuals adaptive behaviors to use in social and vocational settings. Employees assist with ambulation, proper body alignment, and range of motion exercises; transfer and lifting, and bodily repositioning of assigned individuals.

Observe all individual behaviors, identify and de-escalate situations, recognize changes in behaviors and take actions applying knowledge of individual diagnoses and appropriate interventions. Employees must know the medical and psychiatric diagnosis, history and behaviors, and treatment plan of the assigned individuals, and may participate in treatment team meetings. Based on knowledge of the individual's goal plans, employees: train and assist with all daily activities, leisure activities, and work activities; implement an individual's work goals, coach in job assignments, assess skill level, and redirect as necessary, communicate problems or needs to professional program staff; attends program reviews to share information about goals, status and needs; carry out assigned training sessions and activities such as self-care skills, community skills, activities of daily living and behavior management. Employees implement specialized protective devices to prevent self-harm and injury. Employees follow clinical directives and/or programmatic treatment plans.

Recognize safety hazards and take appropriate action to prevent accidents and harm; maintain a safe environment; regularly observe individuals to ensure that they are free from self-injurious behavior, and/or others' aggression. Employees implement appropriate/approved intervention procedures to encourage positive behaviors, and render assistance to staff as needed. Duties include providing ongoing observation of individuals and their activities/interactions; regularly re-directing to prevent or correct inappropriate behaviors; implementing necessary intervention measures such as approved intervention techniques; requesting assistance from staff per protocol; and implementing policies and procedures during emergency and crisis situations.

Maintain accurate records of observed behaviors of individuals, and communicate regularly with professional staff. Employees must maintain individual confidentiality and Health Insurance Portability and Accountability Act (HIPAA) standards during oral and written communications. Document and/or communicate: direct care, comprehensive plan implementations, all activities and actions, and safety concerns or intervention. Ensure all information is communicated with appropriate staff, including transferring information to the next shift, documenting observed situations such as triggers that indicate or prompt inappropriate and/or aggressive behaviors.

Performs related duties as required.

RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities

- Ability to work independently and as a member of a team.
- Ability to communicate effectively with individuals, staff and others.
- Ability to maintain professional and even tempered demeanor and work relationships.
- Ability to learn behavior management and supportive counseling techniques.
- Ability to communicate observations and recommendations effectively in written and verbal form.
- Basic knowledge of nurse aide skills.

Minimum Education and Experience Requirements

High school or General Educational Development diploma; some work experience preferred; or an equivalent combination of education and experience.

Necessary Required Training or Certification

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.

Special Note

This is a generalized representation of positions in this class and is not intended to identify essential functions per the Americans with Disabilities Act. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.