

HEALTH CARE TECHNICIAN II

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 serve as a lead and role model for other Health Care Technicians (HTC) which will include orienting new employees to the workplace and training them in the health care functions and effectively demonstrating all tasks. Employees explain unit goals, processes, and procedures to new and current staff; provide constructive feedback to new and current staff as needed; and closely observe individual needs and situations and initiate action when needed.

A lead technician will be responsible for a specific shift and unit to ensure unit tasks delegated by professional staff are completed. Employees back-up staff in difficult assignments, and provide constructive feedback as needed. Employees implement and stay current in individuals' comprehensive treatment plans. Work requires general knowledge of a variety of medical and psychiatric diagnosis, intellectual and physical disabilities, individual history and behaviors, medication classes and possible side effects, and treatment models. Work requires the ability to follow clinical orders as applied to the daily medical care, activities of daily living, and responses and redirection of an individual. Work involves on-going observation, interaction, and feedback to individuals, and reporting concerns to the appropriate professional program staff. Work also involves working with treatment team members and providing input into the individual's care and condition. Work may involve interaction with the family and community. Work involves ongoing contact with individuals that may be diagnosed with a wide spectrum of psychiatric and/or developmental conditions that may include unpredictable behaviors, maladaptive, and potentially dangerous behaviors. Employees may be assigned to more acute/chronic care units with difficult cases. 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

Train and role model behaviors and techniques for new staff in the functions of the assigned work unit and explain all staff and individual unit goals, processes, and procedures. Employees provide constructive feedback to new and current staff as needed. Employees closely observe individual needs and situations and initiate action when needed. Employees are responsible for a specific shift and/or unit to ensure that tasks delegated by professional program staff are completed. Backs-up staff in difficult assignments and provides constructive feedback to staff as needed. Employees closely observe individual needs and situations and initiate action when needed.

Perform direct care, training in daily living skills, and/or nursing assistant duties of some complexity that may include: conducting and monitoring phlebotomies; monitoring reactions to medications; maintaining a tracheotomy tube and site; administering oxygen therapy; and/or other duties in addition to performing the duties of the HCT I. Employees monitor duties/tasks that are performed by lower level technicians. Employees may assist with conducting isolation techniques and monitoring oxygen and tube-feedings. Employees may serve as an emergency response team member, or an Emergency Medical Technician (EMT); EMTs transport individuals to and from appointments and to emergency room visits and assist on units during non-transport assignments. EMTs perform emergency response measures.

Participate in structured group therapies within a work unit, or train others in unit methods. Employees work with crisis situations and more complex cases, and recommend appropriate services to meet individual needs. Employees may be assigned to the more acute/chronic care units. Employees observe all individual behaviors, identify and de-escalate situations, recognize changes in behaviors and take actions by applying knowledge of individual diagnoses and approved behavioral intervention programs. Employees must know the individual medical and psychiatric diagnosis, intellectual and physical disabilities, individual history and behaviors, and treatment plans of the assigned individuals. Employees may participate in treatment team meetings.

Perform as gatekeepers in a centralized treatment area or specialized behavioral unit such as Forensic Services, and are held accountable for tracking the hours that each individual spends in an activity, and for monitoring and managing the movement and location of individuals to ensure they attend their assigned individual/group activity. Employees ensure that individual treatment plans are carried out as prescribed. Employees provide feedback to the treatment teams in establishing programmatic goals. Employees perform approved behavioral intervention programs; serve as members of crisis prevention and intervention teams; and/or train and mentor others in such methods.

In a centralized treatment area, Forensic Services, or other specialized behavioral units, work requires very close observation of individuals to ensure that staff members perform assigned tasks. Employees initiate approved behavioral intervention programs. Employees maintain required tracking systems of individuals, complete frequent individual checks, and ensure the safe transport of individuals. Employees report safety and

other concerns to professional program staff. In Forensic Services, employees maintain security which includes conducting individual and environmental searches.

Conduct daily-living training on a one-to-one basis for individuals. Duties include: personal hygiene training; meal-prep training; job skills training; community living and interaction skills; behavior control; recreational activities; and other areas as needed.

Recognize safety hazards and take appropriate action to prevent accidents and harm; maintain a safe environment; regularly observe individuals to ensure they are free from self-injurious behavior, and/or others' aggression. Employees implement approved behavioral intervention programs to control behavior, and render assistance to other staff as needed. Safety measure duties include: constantly observe individuals; regularly re-direct to prevent or correct inappropriate behaviors; implement approved behavioral intervention programs; request assistance from other staff per protocol; implement policies and procedures during emergency and crisis situations; recognize distress (e.g., aspiration) and implement appropriate practices/techniques.

Provide input and/or participate in individuals' evaluations and development of therapeutic plans and methodologies; prepare pre-Person-Centered Plan documents; record training data during or immediately after training sessions following standard procedures; write progress reports, document behaviors, accidents and other required reports. Employees must maintain individual confidentiality and Health Insurance Portability and Accountability Act (HIPAA) standards during verbal and written communications. Employees chart direct care, comprehensive plan implementations, all activities and actions, and safety concerns or approved behavioral intervention programs, ensure that all information is communicated with appropriate staff, and document 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

Knowledge of approved behavioral intervention programs.

Working knowledge of the needs of the population served.

Knowledge of appropriate protocols for medication administration when required.

Ability to document clear and concise notes of client progress and behaviors.

Ability to communicate information clearly to family members and treatment team members.

Ability to relate positively to clients, families, and professional staff.

Ability to follow-up on services being provided to the individuals to assure needs are being met.

Ability to work independently and as a member of a team.

Ability to maintain professional and even tempered demeanor in work relationships.

Minimum Education and Experience Requirements

High school or General Educational Development diploma and two years of closely related work experience; 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. As applicable, North Carolina Emergency Medical Technician (EMT) certification.

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.