

## HEALTH CARE TECHNICIAN III

### CLASS CONCEPT

Employees in this class train new/current staff in psychiatric hospitals, 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 individuals by Health Care Technicians (HCT). 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), approved behavioral intervention programs, or training individuals with disabilities in daily living and vocational endeavors. Employees maintain and administer related training records. Trainers may conduct orientation of new direct care staff across the facility. 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. Work is performed under the supervision of clinical (e.g., nursing) and/or professional program staff.

Employees at this level are preceptors and trouble-shooters/problem-solvers and must be able to demonstrate Health Care Technician I and II level tasks, duties, and responsibilities. Work includes providing assistance to staff development and nursing/program supervisors for the purpose of developing training, and incorporating new policies, procedures, and protocols as identified by bodies of accreditation and nursing.

Employees in this class will spend the majority of the time in a leadership role.

Work will involve other closely related duties. Work is performed under the supervision of clinical or professional program staff.

### EXAMPLES OF WORK

Maintain and model expertise in the field of Health Care Technician work; review unit/shift records to monitor and identify increased health care technician and individual incidences, considering timeframes, and implement improvement measures. Provide nursing with input toward updating and improving health care practices, policies, procedures, and protocols; participate in the orientation of new Health Care Technicians across the facility; coordinate training needs with the nursing supervisor or professional program staff.

Observe, identify, and resolve individual interaction needs and provide group and/or one-on-one training in the approved methods and practices for rapid responses and de-escalating aggressive behaviors (approved behavioral intervention programs).

Develop classroom and/or one-on-one training that support therapeutic treatment plans. Responsibilities include: review tracking systems to identify incident trends; provide feedback to nursing and/or professional program staff with regard to improvements in intervention techniques; and report safety and security concerns to appropriate staff.

Develop and conduct classroom and one-on-one training. Duties include: start and end classes as scheduled; schedule training for direct care staff; assist with the development of training such as approved behavioral intervention programs, lifting/carrying and manual restraints; prepare materials and set-up the training environment; provide training according to methodology, utilize appropriate teaching techniques and materials; reinforce participation appropriately; record performance data; and maintain and administer related records.

Deliver training in approved behavioral intervention programs. Deliver training to HCTs for the purpose of teaching individuals with disabilities living and vocational endeavors. Employees monitor division incident reports and make regular rounds to observe care that is provided by other Health Care Technicians. Duties include re-directing and/or retraining technicians to improve or adjust intervention techniques; implementing necessary intervention measures; and communicating safety/security concerns to nursing and professional program staff.

Maintain and administer training records and document activities that occur during rounds. Duties include: document safety concerns; document intervention activities; and ensure that information is communicated with appropriate staff.

Performs related duties as required.

### RECRUITMENT STANDARDS

#### Knowledge, Skills, and Abilities

Considerable knowledge of approved behavioral intervention programs.

Considerable knowledge of the needs of the population served.

Knowledge of appropriate protocols for medication administration and possible side effects.

Knowledge of training principles.

Ability to train adults in group and in one-on-one.

Ability to effectively convey information to family members, individuals, treatment team, under general supervision, in verbal and written forms.  
Ability to document clear and concise notes of client progress and behaviors.  
Ability to relate positively to individuals, families and professional staff.  
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.

Minimum Education and Experience Requirements

High school or General Educational Development diploma and three years of progressively responsible work experience that is closely related; 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.