

## I. DESCRIPTION OF WORK

Positions in this banded class perform basic patient care tasks, supportive counseling and a variety of treatments. Direct patient care duties include physical and personal care, assisting patients with activities of daily living, and performing routine treatments, under the close supervision of a Professional Nurse or Physician. Positions may also clean and maintain the patient care environment, perform routine clerical functions, and transport and move patients. Positions may obtain and record pertinent health information, maintain patient data and reports, and provide information to individuals and families.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
Positions at this level perform basic patient care tasks, with a large percentage of time spent in the cleaning and maintenance of the work environment, as well as transporting and moving patients. They may schedule appointments and follow-ups, and maintaining appropriate inventory of supplies for treatment areas.	Positions at this level typically spend the majority of time in providing patient care and related treatments, and supportive counseling. Positions at this level assist physicians and other providers with a variety of routine examinations and procedures. They observe the patient while providing routine patient care, and document patient information or significant changes in the patient's condition.	Positions at this level assist physicians and other health care providers with standards nursing assignments, and interpret doctor's orders and diagnoses to patients. They screen patients, documenting vital signs and chief complaints, obtain lab specimens per protocol, and manage patient/office appointments. They perform a variety of clerical and nursing tasks, recording and maintaining patient data and reports.

## III. COMPETENCIES

Competency	Definition
<b>Knowledge - Technical</b>	Knowledge of basic nursing techniques and procedures in the routine care and treatment of patients. Knowledge of medical procedures and terminology. Ability to provide personal care for patients.
<b>Client/Customer Service</b>	Ability to develop and maintain professional relationships with patients, their families and staff by listening, understanding and responding to identified needs.
<b>Communication</b>	Ability to understand and follow oral and written instructions. Ability to convey information clearly and concisely either verbally or in writing. Ability to listen and respond appropriately to others.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

**IV. COMPETENCY STATEMENTS BY LEVEL**

**Knowledge – Technical**

Knowledge of basic nursing techniques and procedures in the routine care and treatment of patients. Knowledge of medical procedures and terminology. Ability to provide personal care for patients.

Contributing	Journey	Advanced
Knowledge of basic nursing techniques and procedures.	Working knowledge of appropriate patient care techniques and treatments. Knowledge of appropriate procedures and guidelines for infection control. Working knowledge of services and appropriate nursing practices.	Full knowledge of appropriate patient care techniques and procedures. Full knowledge of standard procedures and practices of Medical Assisting.

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

**Client Customer Service**

Ability to develop and maintain professional relationships with patients, their families and staff by listening, understanding and responding to identified needs.

Contributing	Journey	Advanced
Ability to demonstrate a professional, caring approach. Ability to demonstrate patience in dealing with patients' families.	Ability to work as a team player with multi-disciplinary healthcare staff. Ability to deliver services in an organized and methodical manner.	Ability to anticipate patient needs. Ability to develop and maintain professional relationships with patients and their families by listening, understanding and responding to identified needs.

**Communication**

Ability to understand and follow oral and written instructions. Ability to convey information clearly and concisely either verbally or in writing. Ability to listen and respond appropriately to others.

Contributing	Journey	Advanced
Ability to understand and follow oral and written instructions.	Ability to explain procedures or tasks to be performed to patients and/or their families. Ability to communicate with patients and families in a manner they understand, such as verbally, in writing, by demonstration, etc. Ability to document subjective and objective data, action taken and plan of care.	Ability to communicate information in a concise and descriptive manner. Ability to use interview techniques that assist the patient in describing his/her symptoms and assist in discerning the situation. Knowledge of communication techniques.

**V. MINIMUM TRAINING & EXPERIENCE**

Demonstrated possession of the competencies necessary to perform the work. Some positions may require registration as a Nurse Aide by the North Carolina Board of Nursing or certification through the American Association of Medical Assistants (AAMA.)

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.