

STATE OF NORTH CAROLINA

OFFICE OF STATE PERSONNEL

POSITION DESCRIPTION FORM (PD-102R-92)

Approved Classification: \_\_\_\_\_

Effective Date: \_\_\_\_\_

Analyst: \_\_\_\_\_

(This space for Personnel Dept. Use Only)

1. Present Classification Title of Position Health Care Technician I	7. Pres. 15 Digit Pos. No. Prop. 15 Digit Pos. No.
2. Usual Working Title of Position Health Care Technician I	8. Department, University, Commission, Agency DHHS
3. Requested Classification of Position	9. Institution and Division DMH/DD/SAS
4. Name of Immediate Supervisor	10. Section and Unit RJ Blackley Alcohol and Drug Abuse Treatment Center (RJB-ADATC)
5. Supervisor's Position Title & Position Number	11. Street Address, City and County 100 H Street, Butner, NC Granville
6. Name of Employee	12. Location of Workplace, Bldg., and Room No. ADATC

I. A. Primary Purpose of Organizational Unit

RJ Blackley ADATC (Drug Abuse Treatment Center) (RJB) is an eighty (80) bed freestanding medically monitored inpatient facility whose primary mission is to treat substance dependent adults of the Central Region of North Carolina. RJB is seeking CMS certification as a psychiatric hospital. RJB is designed to treat those substance dependent patients whose addiction is severe enough to warrant placement in a level III.9 facility as per the American Association of Addiction Medicine (ASAM) and/or those patients who are dually diagnosed (suffer from both a substance dependence diagnosis and comorbid psychiatric diagnosis). Under single portal agreements, all patients are referred to the facility by the various area programs/LMEs in the South/Central Region of North Carolina. Upon discharge, all patients are referred back to the LME and or provider for continuation of their care.

The RJB Treatment Program assesses the biopsychosocial, detoxification, crisis management and rehabilitation needs of patients, utilizing a variety of clinical disciplines. The Nursing Department has the responsibility for the milieu and safe environment, infection control, collection of urine drug screens as well as other routine admission and special laboratory specimens, administration of medication, treatments, assessment, planning and implementing and evaluating patient care, participation in treatment teams, leading groups, therapeutic interactions with patients and family members.

Primary Purpose of Position

The primary responsibility of the Health Care Technician I (HCT) is to provide support to the patients in working toward the goals and objectives of their treatment and to manage the milieu on each ward. This will be provided through his or her assistance to patients and the treatment team in the areas of fostering a therapeutic environment on the ward, helping patients in activities of daily living skills, helping the treatment team to monitor any medical, emotional, behavioral or social problems, and supporting the patients in their efforts to overcome these problems. It is the responsibility of the HCT to accompany and/or transport patients in need of medical services outside the facility. The HCT manages the milieu of the ward by close observation and interaction with all the patients. HCTs are expected to assist with or lead patient groups (skills teaching), ward meetings, patient orientation, and/or other recreational activities.

C. Work Schedule

Usual hours are:

1<sup>st</sup> Shift – 7:00 am – 3:30 pm

2<sup>nd</sup> Shift – 3:00 pm – 11:30 pm

3<sup>rd</sup> Shift – 11:00 pm – 7:30 am

Working every other weekend is the usual requirement.

Being part of RJB-ADATC Nursing Department includes following guidelines related to the minimum staffing that must be maintained on each of the shifts. This involves being assigned a Red Dot designation for the shift so that staff members will have ample time to prepare themselves if they have to work over to ensure adequate coverage.

D. **Change In Responsibilities Or Organizational Relationship Since Previously Described:**

1. Although he/she may be assigned specifically to day/evening/night shift, the HCT I is expected to provide coverage in any area or shift as needed to provide a full range of services. This may require working extra hours or coming to work on days off if HCT coverage is not adequate to meet the needs of the patients safely. Other shifts may be implemented to provide coverage as deemed necessary by the Nursing Supervisor.

2. The patient population of RJB-ADATC has changed and will continue to change as we respond to the Division's requirements. These requirements and changes may result in:

- a. The admission of patients who have more complex substance abuse diagnoses that involve multiple substances including narcotics, benzodiazepines, marijuana, and multiple combinations of these;
- b. Treating patients who have more chronic physical illnesses, as well as untreated acute conditions;
- c. Treating patients with co-occurring disorders resulting in overall higher acuity;
- d. The position is expected to adhere to RJB-ADATC policies, RJB-ADATC Nursing Policies, Infection Control, Safety and Human Resources Policies.

II. A. **DESCRIPTION OF RESPONSIBILITIES AND DUTIES**

**Supervision of Patients**

- A. Intervenes in medical and psychiatric crisis taking immediate action according established policies and procedures. Maintains a calm demeanor at all times. Is certified in NCI and CPR and uses these skills appropriately. Utilizes de-escalation skills with patients who become agitated.
- B. Observes and monitors patients (individual and groups) and is aware of significant changes in patients. Takes appropriate action to maintain a safe environment. Monitors patients per policy and documents their activity. Conducts patient /ward searches and confiscates all potentially dangerous articles and handles them as per ADATC policy. Monitors for signs of substance abuse and withdrawal.
- C. Is aware of all patients on ward who are on special precautions and follows ADATC policies. Recognizes behavior changes which may indicate patient is a danger to self or others and takes action according to ADATC policies/procedures.
- D. Assumes responsibility for structured activities on assigned ward such as providing diversion for patients unable to sleep, learning what relaxation techniques to use to promote sleep, staffing ward meeting.
- E. Sees that patients attend regularly scheduled therapeutic programs. May escort patients as needed. Assists RNs and Substance Abuse Counselors by observing groups for individual attendance, participation, sleeping or disruptive activities. Leads or Co-leads therapeutic groups as assigned.
- F. Assists and monitors tracking to ensure patients are in correct groups. Documents attendance.
- G. Supervises medication administration by remaining near the medication room; assists in getting patients to come for medication and ensures security of medication room.

## Direct Patient Care

### A. Interacts Therapeutically With Patients

Sits with patients in day area when not involved in activities that require being in the work station or off the ward. Is actively involved with patients.

Responds to patients by utilizing motivational interviewing techniques and therapeutic communication.

Seeks out patients who have special needs and could benefit from a 1:1 interaction. HCTs are assigned a group of patients each shift. It is the expectation for the HCT to spend a brief 1:1 with each of the assigned patients in order to document accurate and pertinent information in the Progress Notes

Involves groups of patients in age/role appropriate activities that encourage socialization and physical activity or address skills needed by patients for successful coping such as anger management.

Talks with patients using active listening skills. Reinforces substance abuse education being provided including reinforcing concepts of abstinence, recovery and relapse prevention.

### B. Assures That Nutrition And Elimination Needs Of The Patient Are Met

Follows ward routine for toileting patients when required and reports changes in elimination patterns and/or skin condition.

Monitors patients attendance at meals and encourages adequate nutritional intake. Observes patients and is alert to possibility of choking. Monitors meals and snack times.

Monitors I&O accurately when ordered, reporting changes to the nurse.

### C. Assures Personal Hygiene Needs Are Met

Prompts patients to bathe themselves, brush teeth, wear clean and appropriate clothing, as per the individual's ability. Assists as needed with ADL's.

Alerts team to need for clothing and escorts patients to clothes closet.

### D. Follows Plan Of Care And Communicates Patient's Response

Reads the Nursing Care Plan (NCP) and Treatment Team Plan for each assigned patient. Talks with the nurse regarding the treatment team plan and gives input into the plan as appropriate.

Follows the plan of care and documents patient responses to care.

Informs the RN of interventions that are not effective.

Reinforces use of individual learning style e.g. auditory or visual as identified by the RN or other professional.

Encourages patients to complete practice work and homework assigned in program, understanding that repetition and practice reinforce conceptual learning. May be required at times to read materials to patient who cannot read.

Monitors and documents patient attendance and participation in scheduled classes and lectures.

### E. Supports Orientation/Reorientation Of Patients To Agency/Ward Routine And Program

Provides orientation/reorientation in a respectful manner, treating each patient as an individual.

Carries out HCT responsibilities for admission/transfer procedures.

Orients patient regarding ward and program schedules and location of programming to facilitate understanding by patient of where he/she is.

Reinforces programming for recovery. Supports involvement of patient in recovery community. Assists with the monitoring of attendance and participation in ward meeting.

Monitors family/support persons visitation time as assigned.

Facilitates patients in program activities as assigned, e.g. may monitor designated video and uses designated questions to clarify points in video.

### Communication and Documentation

A. Documents on progress notes, flow sheets, worksheets according to ADATC policy.

Completes monitoring per ADATC policy.

Documents daily and as needed on new admissions for first seven days and writes weekly progress notes thereafter; records any events that are unusual in progress notes.

Documentation addresses Nursing Care Plan and Treatment Team goals and patient's progress toward goal attainment and addresses physical and psychological problems and progress.

B. Reports significant changes (physical and psychological) observed in patient to charge nurse. When measuring vital signs uses normal adult ranges for vital signs: temperature, pulse, respiration, and blood pressure, alerts RN to further evaluate patient as there is a deviation from normal.

Recognizes change in level of alertness or change in gait, speech, etc. as being significant and that the RN needs to be aware of the observation so that further assessment will occur.

Recognizes that patient's reports of chest pain, shortness of breath, dizziness for example require prompt attention and involves the RN; otherwise recognizes that reports of headache and other somatic complaints also need to be reported to the RN.

Gives verbal report to on-coming shift following established ADATC Nursing guidelines alerting them to possible problem/concerns.

### Customer Service

A. Consistently demonstrates concern and courtesy towards patients and families or significant others as well as towards co-workers.

B. Demonstrates respect for individual and cultural differences.

C. Effectively identifies customers needs and responds appropriately, whether these are peers, colleagues from other disciplines, supervisors or patients.

### Routine Ward Activities

A. Maintains cleanliness and safety on ward.

Supervises patients in assigned ward chores according to ward expectations.

- Cleaning and making beds as needed. Empties trash per schedule.
- B. Stocks ward supplies weekly or per ward standards or specific instructions for area.
- C. Assists with physical examinations as requested.  
Collects routine lab specimens (urine, stool, sputum). Assigned according to competency to participate in venipuncture for collection of laboratory specimens.  
Collects admission Urine for Drug Screen (UDS) and random UDS.
- D. Inventories patients' possessions on admission per ADATC policy. Alerts RN of any medications brought by patient from home that are to be sent to the pharmacy for storage.
- F. Arranges the linen room when required and alerts housekeeping of additional needs.
- H. Participates in Treatment Team Meetings offering observations concerning patient 's behavior as well as patient 's response to interventions.

**B. OTHER POSITION CHARACTERISTICS**

1. **Accuracy Required In Work:**  
High degree of accuracy in delivery of unlicensed treatments, obtaining lab specimens and documentation.
2. **Consequence Of Error:**  
Failure to follow policy/procedure or major error could result in serious injury/harm or death to patient s or co-workers.
3. **Instructions Provided To Employee:**  
ADATC Orientation, inservices as needed, yearly required updates on Safety, NCI, and Infection Control. Written and verbal assignments each shift from Ward Charge RN or Supervisors. Assignments may be changed during the shift according to the needs of the ward and patients. HCTs are not to change the written assignment or trade assignments unless with the RN's approval who makes the change on the written Assignment Sheet.
4. **Guides, Regulations, Policies And References Used By Employee:**  
ADATC Clinical Care Manual, Nursing Manual, DHHS DHSR Requirement for Nurse Aide I listing renewing of registration. Hot Books on Ward (updates, new policies, etc.)
5. **Supervision Received By Employee:**  
Direct supervision by an RN is required by NC Nurse Practice Act. Each HCT is supervised by a nurse who is assigned to cover the ward. Additional supervision is provided by RN shift supervisors as well as Director of Nursing.
6. **Variety And Purpose Of Personal Contacts:**  
Contact with other nursing employees on the ward and with other disciplines such as physicians, social workers, activity therapists, program directors, etc. Contacts when transporting patient s to other facilities. Occasional contact with family members of patients.
7. **Physical Effort:**  
Must be able to subdue aggressive, combative patient s using approved NCI techniques. May need to push, pull or physically hold patient . Must perform CPR crouching on knees, using hands and arms to do compressions or use ambubag to breathe for victim. Work involves walking, standing and participating in recreational activities with patient s. Assist patient s with ambulating, lift patient s from bed to wheelchair to bathroom. Must be able to lift patient s onto stretchers, off floors, to break falls, snd assist/lift from bed to chair. Must be able to lift 50 pounds.
8. **Work Environment And Conditions:**  
Exposed to variety of patient s with mental and physical problems. Patient s may be aggressive/combative at times. There are high noise levels at times; varying ward temperatures, and various odors in the work environment. Once per month exposure to insecticides. At risk for exposure to various infectious diseases such as TB, Hepatitis and AIDS, and is expected to use Universal/Standard Precautions in all situations.

9. **Machines, Tools, Instruments, Equipment And Materials Used:**

Thermometers, stethoscopes, BP cuffs, bandages, scissors, topical ointments, medicated shampoos, wheelchairs, stretchers, leather restraints. Housekeeping, cleaning and laundry supplies. Washing machines, patient charts, worksheets, flow sheets, ward notebooks, fax and copy machine, computer, telephone, PA system, Fire Panel. Emergency Equipment including AED, O 2 tanks and tubes, Code Cart, ambu bag.

10. **Visual Attention, Mental Concentration And Manipulative Skills:**

Must be able to read and understand patient (s) chart, NCP, and MTP. Must be able to observe changes in patient (s) condition such as changes in skin color, texture and skin integrity. Alert to subtle behavior changes in patient s. Must be able to concentrate on assigned tasks and deal effectively with distractions in environment. Must be able to listen, hear, and understand conversation. Requires fine motor skills to assist patient s in activities of daily living.

11. **Safety For Others:**

Must be aware of patient s on special precautions and follow ADATC policies. Recognizes behavior changes which may indicate patient is danger to self or others. Takes action according to ADATC policies/procedures to protect patient (s), self and other staff. Must be aware of patient s with the potential for falling, what factors may trigger a fall and must follow fall protocol.

12. **Dynamics Of Work:**

The agency by nature a dynamic environment. Changes in patients' behaviors are often not predictable and the patient population changes. Changes are made in policies and procedures from time-to-time which impact directly on the role of the HCT, example: changes in documentation requirements or program reorganization. Must be able to work up to 16 hours when required, remaining physically and mentally alert, without losing effectiveness. Changes in staffing patterns due to vacation and/or illnesses can change hours and location of work.

III. **KNOWLEDGE, SKILLS AND ABILITIES, AND TRAINING AND EXPERIENCE REQUIREMENTS**

A. **Knowledge, Skills And Abilities**

Ability to read and communicate pertinent patient information in writing. Ability to adequately follow oral and written instructions in exact detail and complete techniques accurately that are within scope of role.

**Employee must demonstrate Knowledge of:**

Growth and development of adults (18-65 yrs.); common physical and mental diseases of the adults; non-professional nursing care tasks; and communication techniques appropriate to the adult population; substance abuse treatment approaches, motivational interviewing approach to communication.

**Employee must demonstrate Skills in providing:**

Non professional care tasks as defined by NA1 role in NC including: Measurement of BP, selecting appropriate cuff size; Pulse, Respiration, temperature, weight, height; collection of urine, stool, sputum and blood specimens; bathing patient s and assisting with hygiene and other ADLs; assisting patient s with ambulation; transferring patient from bed to chair or stretcher; application of a variety of restraints and protective devices; use of NCI techniques to manage aggressive patient s; CPR; use of Therapeutic Communication techniques appropriate to the adult substance abuse population; and application of Infection Control Practices.

**Employee must demonstrate:**

Ability to plan and lead a patient group such as leisure activities, current events

Orientation, ward meetings.

**Ability to document per ADATC policy including:**

Admission HCT checklist, progress notes, weekly HCT note, restrictive interventions flow sheet, suicide precautions flow sheet, Accounting for Patient flow sheet, Property Sheet.

**Required Minimum Training**

High School Graduate or GED

**Additional Training/Experience**

Nursing Assistant I (NA-I) is required.

**Equivalent Training and Experience**

None

**License or Certification Required by Stature or Regulation**

Nurse Aide listed per DHHS DHSR Registry

**Ongoing Competencies**

Maintains own competencies and seeks opportunities to improve knowledge and skills in substance abuse treatment through participation in continuing education. Demonstrates ongoing competencies required for the care of the patient with a substance abuse diagnosis.

IV. **Certification:** I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature \_\_\_\_\_ Title: \_\_\_\_\_ Date \_\_\_\_\_

Employee's Certification: I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature \_\_\_\_\_ Title: \_\_\_\_\_ Date \_\_\_\_\_

**Section or Division Manager's Certification:** I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature \_\_\_\_\_ Title: \_\_\_\_\_ Date \_\_\_\_\_

**Department Head or Authorized Representative's Certification:** I certify that this is an authorized, official position description of the subject position.

Signature \_\_\_\_\_ Title: \_\_\_\_\_ Date \_\_\_\_\_