



Approved Classification	
Effective Date	
Analyst	
FLSA Status	

OFFICE OF STATE PERSONNEL POSITION DESCRIPTION FORM

Name of Employee	Present University or Beacon Position Number / Proposed Number
Present Classification Title / Salary Grade or Banded Level Healthcare Technician I	Proposed Classification Title / Salary Grade or Banded Level same
Usual Working Title of Position Therapeutic Support Specialist I	Department, University, Agency or Commission Department of Health and Human Services
Institution / Division Central Regional Hospital / DSOHF	Section / Unit
Street Address, City and County 300 Veazey Road, Butner, Granville	Location of Workplace, Building and Room Number
Name of Immediate Supervisor	Supervisor's Position Title and Number
Work Schedule (<i>i.e. Monday-Friday, rotating shifts, etc.</i>) M-F (alternating weekends/holidays)	Work Hours (<i>i.e. 8:00 am-5:00 pm, etc.</i>) First, Second or Third Shift as assigned. Reassignment to other shifts and areas may be need. Shift hours: First (7:00am-3:30pm; Second (3:00pm-11:30pm); Third (11:00pm-7:30pm)
Primary Purpose of the Organizational Unit The Nursing Department is responsible for providing 24-hour nursing care to patients at every stage of life, diagnosis, physical and mental condition. This includes assessment of each patient's needs specific to their age and legal status. Nursing care is planned, and interventions are performed to assure those needs are met and evaluated for effectiveness.	
Primary Purpose of the Position The primary purpose of the Therapeutic Support Specialist (TSS) is to monitor patients and perform technical procedures (within scope). All TSS duties are delegated by, and under the supervision of a Licensed Registered Nurse.	
Description of Work <p>A. Provides direct patient care under the supervision of a licensed registered nurse 60%.</p> <ol style="list-style-type: none"> 1. The care provided is within the scope of a Certified Nursing Assistant, and takes into account the age specific competencies related to the patient population. 2. Establishes a good rapport with patients and treats them as individuals. 3. Demonstrates positive alternatives to Patient's inappropriate behaviors (using self as a role model). 4. Carries out assigned patient interventions as ordered, including levels of observation and special precautions. 5. Observes, reports and documents pertinent information about patients per policy. 6. Maintain ongoing communication with Charge Nurse, direct supervisor and treatment team as required. 7. Identifies basic needs, responds therapeutically in assisting patients in meeting needs (including personal hygiene and activities of daily living). 8. Escort patients to various areas within and outside of the facility as directed. 9. Utilizes and maintains all record keeping systems (patient's medical record, flow sheets) as required. 	

B. Customer Service and Therapeutic environment 25%.

1. Ensures that all assigned patients are accounted for at all times.
2. Recognizes environmental safety hazards and takes appropriate actions (safety of patients, reporting).
3. Performs NVCI and CPR - initiates restrictive interventions and life-saving techniques per policy.
4. Conducts patient and belonging searches per policy.
5. Provide consistent quality Customer Service to patients, family, visitors and other facility caregivers
6. Demonstrate respect for individual and cultural differences.
7. Effectively identify customer needs and respond appropriately.

C. Unit programming and other unit functions 15%

1. Assist licensed staff with on unit and leisure programming.
2. Monitors patients' daily schedules and ensures that patients are prepared of appointments and ordered treatments.
3. Assist in the facilitation of group activities (including outings into the community).
4. Performs housekeeping and cleaning duties as needed.
5. Runs errands and pick up supplies as assigned.
6. Attends staff meeting and shift reports; participates in exchange of pertinent patient care information.
7. Assist in orienting new TSS to unit rules, procedures and shift routines.

Competencies, Knowledge, Skills and Abilities Required in this Position

Knowledge of: Principles and practices of a certified nursing assistant (including bio-statistical data such as vital signs, lab work and specimen collections).

Safety measures and identification of safety/security risks to patient population.

Skills in: Patient interactions involving behavioral, physical and medical interventions (within scope).

Restrictive Intervention Techniques (NVCI, APT) and CPR

Ability to: Recognize and report patient needs.

Written & verbal communication via hand-off to other nursing co-workers and the interdisciplinary team.

Learn and follow hospital, unit and nursing policies and procedures.

Work with behaviorally difficult patients while maintaining a safe and therapeutic environment.

Education and Experience Required - *What educational background is needed to perform these duties and responsibilities? What kind of work experience is needed?*

High School graduation or General Development diploma (GED) or equivalent.

License or Certification Required by Statute or Regulation - *Is a license or certificate required? What kind and type?*

Current certification as a Certified Nursing Assistant I, II by North Carolina Division of Facility Services (within two months of employment).

Current certification in NVCI and/or APT, CPR.

Valid driver's license

Employee's Signature/Title	Date		Supervisor's Signature/Title	Date
_____	_____		_____	_____