

## HEALTH CARE TECHNICIAN I

### **CLASS CONCEPT**

To provide for the quality care, welfare, safety and security of individuals in state psychiatric hospitals, developmental centers, neuro medical treatment centers, or alcohol/drug treatment centers. Employees implement specific goals identified in individuals' comprehensive treatment plan. Employees provide basic medical care and train and assist individuals in activities of daily living, redirect inappropriate behaviors in an age-appropriate manner, and provide safe and secure environments. Employees may provide classroom and/or job skills training.

Employees implement and stay current in the assigned individuals' comprehensive treatment plan. Work requires basic knowledge of a variety of psychiatric, intellectual and physical disabilities, medical and/or other related conditions, medication and treatment models, and the ability to follow the treatment plan and clinical orders. Work involves providing constant observation, interaction, and feedback with individuals and reporting concerns to the appropriate professional program staff. Work also involves working with the treatment team and providing input on each individual's care and condition. Work may involve interacting with the family and/or community. Work involves ongoing contact with individuals who may be diagnosed with a wide spectrum of psychiatric and/or developmental conditions that may include unpredictable behaviors. Work will involve other closely related duties. Work is performed under the supervision of nursing, medical, and/or clinical program staff.

### **EXAMPLES OF WORK**

Provide direct care and a variety nursing assistant duties of limited complexity. Employees assist professional program staff as requested. Employees encourage individuals to be as independent as defined in the individual's comprehensive treatment plan. Examples of duties: observe and monitor diets; medication intake; record intake and output; take and record vital signs; shower, bathe, shave, shampoo, dry and style hair; dress or assist with dressing; assist in mealtime preparation and feeding; prepare for bed and monitor while in bed; escort individuals to medical and treatment appointments and monitor and manage behavior during such appointments.

Observe all individual behaviors, identify and deescalate situations, recognize changes in behaviors and take actions applying knowledge of individual diagnoses and appropriate interventions. Employees must know the individual medical and psychiatric diagnosis, intellectual and physical disabilities, history and behaviors, and treatment plan of the assigned individuals. Based on knowledge of the individual's goal plans, employees: train and assist with all daily activities, leisure activities, and work activities; implement an individual's work goals, coach in job assignments, assess skill level, and redirect as necessary; communicate problems or needs to professional program staff; attend program reviews to share information about goals, status and needs; carry out assigned training sessions and activities such as self-care skills, community skills, activities of daily living and behavior management.

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 other's aggression. Employees implement appropriate intervention procedures to control behavior, and render assistance to other staff as needed. Duties include: constantly observe individuals; regularly re-direct to prevent or correct inappropriate behaviors; implement necessary intervention measures; request assistance from other staff per protocol; and implement policies and procedures during emergency and crisis situations.

Maintain accurate records of observed behaviors of individuals, and communicate regularly with professional staff. Employees must maintain individual confidentiality and HIPAA standards during oral and written communications. Document and/or communicate: direct care; comprehensive plan implementations; all activities and actions; and safety concerns or intervention. Ensure all information is communicated with appropriate staff, including transferring information to the next shift, documenting 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**

Ability to read and write.

Ability to work independently.

Ability to work with a team.

Ability to communicate effectively with individuals, staff and others.

Ability to maintain professional and even tempered demeanor and work relationships.  
Ability to learn behavior management and supportive counseling techniques.  
Ability to communicate observations and recommendations effectively in written and oral form.

**Minimum Education and Experience Requirements**

Graduation from high school or possession of a GED; some work experience preferred; or an equivalent combination of training and experience.

**Necessary Required Training or Certification**

Listed in good standing as a Nurse Aide I by the North Carolina Department of Health and Human Services Health Care Personnel Registry Section, or pass state-approved training and competency testing as a Nurse Aide I within eight months of employment, where allowed by law; Certified Nursing Assistant I where required.

**Special Note**

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