

## Job Description for Community Health Technician

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The North Carolina Alliance of Public Health Agencies (NCAPHA) is actively recruiting a Community Health Technician to work in a contract capacity at the Dare County Department of Public Health

- 1.A. Primary Purpose of Organizational Unit:** The mission of the Dare County Department of Public Health (DCDPH) is to “promote good health for all.” This is accomplished by protecting the public's health and environment, promoting healthy living and optimizing the quality of life through preventive, restorative, environmental and educational services, to meet the core public health responsibilities of assessing, addressing and assuring the public health of the community. The purpose of Dare Home Health & Hospice is to meet the comprehensive medical, therapeutic and supportive services needed to maintain acute, chronic and terminally ill patients in their homes. All services will be available in compliance with Title VI of the Civil Rights Act of 1964, with Section 504 of the Rehabilitation Act of 1973 and with the Age Discrimination Act of 1975. DCDPH does not discriminate on the basis of race, color, religion, sex, national origin, age or disability with regard to admission, access to treatment or employment.
- B. Primary Purpose of Position:** To provide supportive personal care to patients in their homes. Assists the nurse, therapist and other professional personnel in providing care to patients in accordance with the Plan of Care established collaboratively with the patient and primary care physician. Agency, local, state and federal regulations govern all activities.
- C. Work Schedule:** Classified as a non-exempt position. Regularly scheduled five (5) days per week from 8:30 AM to 5:00 PM. Weekends, holidays and on-call required and assigned by supervisor on a rotating basis. In the event of a disaster or emergency situation (e.g. hurricanes, flood, severe winter storm, widespread damage or human suffering) affecting any community in Dare County or other area as determined by the Dare County Health Director, every employee shall perform after hours duties and special assignments as directed by his/her supervisor or by the Health Director whether or not such duties or assignments are related to the employees regular duties.
- D. Change in Responsibilities or Organizational Relation:** No new responsibilities.
- II.A. Description of Responsibilities or Organizational Relation:** The description of duties and responsibilities herein describes general and routine responsibilities of the position. It does not describe every task that may be performed. The employee is to ensure that all documents (reports, logs, charts, records, etc.) that contain protected health information are to be stored in a secure locked cabinet drawer or container when not in use. This includes when the information is being transported, it must be in a locked container (or other reasonable safeguard) within the means of transportation. Employee may be directed to perform other tasks necessary for department(s) functioning. All personal contacts will be handled professionally, courteously and promptly.

**60% Home visits.** To provide direct personal care assistance or homemaker assistance under the direction and supervision of a Registered Nurse or Physical Therapist.

Home visits may include a variety of activities including, but not limited to:

## Job Description for Community Health Technician

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- Grooming, bathing of patient, general hygiene and cleanliness, nail care, assisting patient with application of clothing as appropriate. Teaching caregivers how to provide safe and effective personal care. Providing skin care, turning and repositioning bed bound patients to prevent or diminish the development of skin breakdown. Change linens, make beds, prepare snacks, perform light housekeeping duties and/or respite services.
- Lifting, turning and repositioning patients. Assists caregivers in the use of equipment in the home for mobility purposes. Carry out exercises and physical activities as specified in the Plan of Care.

**15% Travel:** to patient's homes to provide care or deliver supplies. Travel to workshops, in-services, staff meetings, and community, regional and state meetings. Travel to local physician offices and laboratories to drop off lab specimens, deliver reports and/or patient records, requiring physician signature. Travel will be arranged in geographic sequence to maximize efficiency.

**10% Documentation:** on agency forms for permanent health/medical record. These include, but are not limited to: the Home Health Aide Visit Report and telephone conversation record. Maintain accurate travel and time equivalency records. Participation in record audits for Performance Improvement activities and Corporate Compliance.

**5% Interdisciplinary Team Meetings:** Participate in review of Plan of Care and service coordination performed bi-monthly for coordination of care for hospice patients and team management of identified problems or high-risk issues. Case management meetings performed monthly at a minimum for staff updates on current caseload, peer review of Plan of care and Re-certification review. Mandatory trainings and in-services for educational purposes. Staff meetings held monthly at a minimum. Health Department staff meetings held bi-annually at a minimum.

**5% Clerical Assistance:** Answers phones in a professional and courteous manner. Performs sorting, pulling and filing medical information and documents in health/medical files. Assist with check in, sorting and stocking of office and medical supplies. Puts together admission packets for home health and hospice programs. Shreds protected health information. Types envelopes and prepares mail for sending. Performs cleaning, organizing and re-arranging as directed by agency Supervisor.

**5% Other Duties as Assigned.**

### II.B. Other Classifications

1. **Accuracy Required in Work:** Accuracy and attention to detail is required in all aspects of work from assessment to documentation, and timeliness of submission of required documentation. Accuracy is necessary to ensure quality of care and assure compliance with regulatory bodies.
2. **Consequence of Error:** Error in assessment, judgment, or treatment administered may be life threatening, and may affect state license to practice as a Certified Nursing Assistant. May also present legal liability for agency with potential financial loss to

## Job Description for Community Health Technician

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- agency. Error in documentation could result in denial of payment for services rendered.
3. **Instructions Provided to Employee:** Follows Nursing or Physical Therapy orders as written and signed on the Plan of Care and short orders. Verbal and written instructions provided by supervisor as needed. Instructions received from the Public Health Nursing Director I – Home Health and Hospice (PHND I –HHH), Dare County Health Department agency policies and procedures (including HIPAA training), Dare Home Health and Hospice agency policies and procedures, and County Personnel Manual, and appropriate Payor source regulations. Information relevant to patient care also obtained from staff meetings, IDT meetings, case management meetings, in-services, training workshops and continuing education. Information also obtained through nursing periodicals/literature, Health Department and County newsletters.
  4. **Guides, Regulations, Policies and References used by Employee:**
    - Local, state and federal regulations regarding employment practices
    - DCDPH Policy and Procedure Manual
    - HIPAA Training Manual
    - Dare County Personnel Manual
    - Medicare Conditions of Participation (and other payor source guidelines)
    - Agency Policies and Procedures
    - North Carolina Board of Nursing
    - Carolinas Center for Medical Excellence Accreditation Commission for Health Care, Inc.
    - Association for Home and Hospice Care of North Carolina
    - Carolinas Center for Hospice and Palliative Care
    - Verbal instructions
    - Written instructions
  5. **Supervision Received by Employee:** Supervisor reviews patient care for quality and accuracy of documentation and reports to PHND I – HHH. Direct supervision by agency supervisor and/or her designee via observation, verbal reporting, in-home visits and written evaluation. Supervisor and/or Performance Improvement staff reviews documentation. Performance Improvement and clerical staff review visit frequency. Indirect supervision via patient/family satisfaction surveys, staff and patient comments.
  6. **Variety and Purpose of Personal Contacts:** Direct contact with patients and caregivers for, and related to, delivery of care. Daily contact with PHNS I and/or clinical coordinator either by phone, or in-person for coordination of care/services and agency activities. Daily contact with agency staff by telephone, or in-person for coordination of patient care and services and agency activities. Contact with professional staff and/or PHND I – HHH when agency supervisor unavailable.
  7. **Physical Effort:** Position requires ability to sit, stand and bend. Must be able to lift, push and pull medium to heavy weight loads. Home visits require moderate physical effort for turning, positioning, lifting, transferring and/or assisting with ambulation.
  8. **Work Environment and Conditions:** Predominance of work provided within patients' home environment, which vary greatly. Any high-risk environments reported to agency supervisor and Dare County Department of Social Services. Transportation to home by automobile (either personal or county owned). Weather conditions vary. Standard office equipment.

## Job Description for Community Health Technician

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### 9. Machines, Tools, Instruments, Equipment and Materials Used:

Manual transmission vehicle	Copy Machine
Personal Computer	Fax Machine
Microsoft Word	Paper Shredder
Calculator	Typewriter
DeskJet/Laser Printer	Television/VCR
Internet	Glucometer
Cisco Phone System	Sphygmomanometer

**10. Visual Attention, Mental Concentration and Manipulative Skills:** Must be alert and attentive while driving daily to sometimes new and unfamiliar locations, including evening and nighttime hours. Assessment and inspection of home and general environment necessary to evaluate safety. Focused attention required to do thorough physical assessment and to identify any changes in the patient's condition. Mental concentration necessary for accuracy of documentation and adhering to established Plan of Care.

**11. Safety for Others:** Adherence to DCDPH Safety policies and procedures required. Careful observation required at all times to identify potential health hazards and safety risks in, and around home environment. Heightened attention required in areas identified for crime activity and/or illegal drug use. Must be able to identify potential hazards including low-lying areas or poorly maintained rural roads, which may be likely to flood.

**12. Dynamics of Work:** Patient assignments made by agency PHNS I. RN acts as case manager and makes initial contact with patient, caregivers and physician to develop Plan of Care. Once plan established, scheduled visits arranged by case manager in coordination with Certified Nursing Assistant. Schedule changes occur as frequently as daily, necessitating flexibility and adaptability of CNA. Home visit will be made for patient care as medically reasonable and necessary and as ordered by a physician, and designated by a Nurse or Physical Therapist, seven days per week, twenty-four hours per day.

Due to the on-call requirements of the agency and the after-hours needs of the clients served, all clinical staff may from time to time require access to health/medical records. It is each staff persons' responsibility to access only the information necessary within a given health/medical record, to complete the assigned job/task at hand. Violations will be subject to disciplinary action.

### III. Knowledge, Skills and Abilities, Training and Experience Requirements:

**A.** Position requires considerable knowledge of routine care and treatment of acute and chronically ill clients; working knowledge of general physical problems of acute and chronically ill and obvious signs of condition changes; skill in providing personal care needs of clients, performing nursing assistance acts such as wound care dressings, irrigation of catheters, tube feedings, and enemas as well as assisting with physical exercises.

**B. 1. Required Minimum Training:**

Demonstrated possession of knowledge, skills, and abilities as stated above through at least two years of experience in performin similar

## **Job Description for Community Health Technician**

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tasks in a hospital, clinic, nursing home, medical corps, or medical treatment program. Applicants must be Certified Nursing Assistant I within four months of employment, but Certified Nursing Assistant II's are preferred.

**Additional Training/Experience:**

Continuing education at a minimum of twelve (12) hours annually. Maturity, flexibility, creativity and reliability to function under conditions that may be less than favorable.

**C. Licenses or Certification Required by Statute or Regulation:**

Listed by the North Carolina Board of Nursing as a Certified Nursing Assistant II preferred. Active and valid North Carolina Drivers License.

**Application Process:**

Submit your resume and cover letter to Joanne Brassington, HR Director, NCAPHA via fax @ (919) 233-7336 or email: [jbrassington@ncapha.org](mailto:jbrassington@ncapha.org)