



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

HEALTHCARE PRACTITIONERS AND TECHNICAL WORKERS, ALL OTHER

Class Title	Class Code	Pay Band	Alt Pay Band*
Healthcare Practitioner & Technical Wkr-B	K9099B	50	
Healthcare Practitioner & Technical Wkr-O	K9099O	55	
Healthcare Practitioner & Technical Wkr-A	K9099A	60	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

All healthcare practitioners and technical workers not listed separately.

Nature of Work

Healthcare practitioners and technical workers keep healthcare offices running efficiently. They apply knowledge of and/or interpret basic principles, rules, regulations, policies, guidelines, and objectives specific to a program or professional subject area. Activities include technical budget detail, preparing budget documents, and overseeing compliance with federal, state, and local laws. They coordinate health programs and provide professional level program assistance to various public and community agencies and health professionals.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role assist in the coordination of health-related programs, activities and goals.
- Employee assist in the maintenance of materials and data management systems; helps to ensure that laws are complied with and that all ongoing program evaluations are conducted; and studies and assists to implement recommendations regarding changes affecting the health-related program.

Recommended Education and Experience for Full Performance

Associates degree in Business Administration, Healthcare Administration, Statistics, or Finance and two (2) years of experience with a public assistance program, medical, healthcare, educational and/or state facility working with policies and procedures, conducting analysis/research and/or providing or requesting information from the general public.

Minimum Qualifications

High school diploma or GED and six (6) months experience with a public assistance program, medical, healthcare, educational and/or state facility working with policies and procedures, conducting analysis/research and/or providing or requesting information from the general public.

HEALTHCARE PRACTITIONERS AND TECHNICAL WORKERS, ALL OTHER

Operational

- Employees in this Role coordinate health-related programs of moderate to broad scope, program activities, goals, materials, and data management systems.
- Employees ensure that laws are complied with and oversee all on-going program evaluations; make recommendations regarding changes affecting the health-related program.
- Employees may be involved in program-related budget and coordinating activities with other agency units.

Recommended Education and Experience for Full Performance*

Associates degree in Business Administration, Healthcare Administration, Statistics, or Finance and four (4) years of experience with a public assistance program, medical, healthcare, educational or state facility working with policies and procedures, conducting analysis/research and/or providing or requesting information from the general public.

Minimum Qualifications

Associates degree in Business Administration, Healthcare Administration, Statistics, or Finance and two (2) years of experience with a public assistance program, medical, healthcare, educational and/or state facility working with policies and procedures, conducting analysis/research and/or providing or requesting information from the general public. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

Advanced

- Employees in this Role, manage a health-related program activity of moderate to broad scope, direct the development of program goals, priorities, procedures, operating manuals, control and reporting systems and ensures that federal, state, and local laws are complied with.
- Employees direct ongoing health-related program evaluation; approve changes affecting the program; responsible for program related budget; and coordinate activities with other agency units.

Recommended Education and Experience for Full Performance

Bachelor's degree in Business Administration, Healthcare Administration, Statistics, or Finance and two (2) years of experience with a public assistance program, medical, healthcare, educational or state facility working with policies and procedures, conducting analysis/research and/or providing or requesting information from the general public. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

Minimum Qualifications

Associates degree in Business Administration, Healthcare Administration, Statistics, or Finance and three (3) years of experience with a public assistance program, medical, healthcare, educational or state facility working with policies and procedures, conducting analysis/research and/or providing or requesting information from the general public. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling five (5) years may substitute for the required education and experience.

HEALTHCARE PRACTITIONERS AND TECHNICAL WORKERS, ALL OTHER

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Biology — Knowledge of plant and animal organisms, their tissues, cells, functions, interdependencies, and interactions with each other and the environment.

Medicine and Dentistry — Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.

Psychology — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

Therapy and Counseling — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Sociology and Anthropology — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Skills

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

HEALTHCARE PRACTITIONERS AND TECHNICAL WORKERS, ALL OTHER

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001 **Revised:** 9/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.