



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

HEALTHCARE SUPPORT WORKERS, ALL OTHER

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Healthcare Support Workers, All Other-B	L9099B	35	
Healthcare Support Workers, All Other-O	L9099O	40	
Healthcare Support Workers, All Other-A	L9099A	45	

**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 support workers not listed separately.

Nature of Work

Healthcare Support Workers assist and support therapists who work with patients that need assistance in speech, hearing, physical or recreational therapy. At times they may be required to work independently with the patient and report back to the therapist. Transport patients under safety regulations to and from wards. They record client's initial evaluation and progress for the therapist to ensure the best treatment plan of the clients. Healthcare support workers assist the therapist in the treatment activities developed for an individualized plan of care, tailored to each patient's needs. At times it may be required to provide counseling to individuals and their families concerning their disorder and how to cope with the stress and misunderstandings that often accompany them. They may help family members to recognize and change behavior patterns that impede treatment and show them enhancing techniques to use at home.

Speech therapy helps those who cannot produce speech sounds or cannot produce them clearly or wish to improve their communication skills. Problems can be congenital, developmental, or acquired. Special instruments and qualitative and quantitative assessment methods include standardized tests, to analyze and diagnose the nature and extent of impairments.

Hearing therapy helps people who have hearing, balance, and related ear problems. Assessment of the nature and extent of the problems and help the individuals manage them. They may use computer equipment to evaluate and diagnose balance disorders.

Physical therapy helps people who have medical problems or other health-related conditions, illnesses, or injuries that limits their abilities to move and perform functional activities as well as they would like in their daily lives.

Recreational therapy treatment services and recreation activities are provided for individuals with disabilities or illnesses. Using a variety of techniques, including arts and crafts, animals, sports, games, dance and movement, drama, music, and community outings, therapy can improve and maintain the physical, mental, and emotional well-being of their clients.

HEALTHCARE SUPPORT WORKERS, ALL OTHER

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 perform routine tasks in support of a therapy program.
- Employees assist in the preparation of materials for patients to use in treatment activities; prepares patients for treatment or activities related to a therapeutic program; and assist with duties related to speech, hearing, physical, or recreational therapy.

Recommended Education and Experience for Full Performance

High School Diploma or GED and one (1) year of experience working in a hospital or clinical health setting.

Minimum Qualifications

High School Diploma or GED.

Operational

- Employees in this Role independently prepare patients for treatment.
- Employees monitor patient's condition and behavior and transport patients under safety regulations to and from wards; instruct patients in manual and creative arts, games, crafts and other activities; monitor progress and reaction of patients and report information to therapist or health care professional; assists in administration of hearing and speech tests; conduct speech drills following lesson plans prepared by the therapist.

Recommended Education and Experience for Full Performance

High school diploma or GED and one and a half (1.5) years of experience working in a hospital or clinical health setting.

Minimum Qualifications

High School Diploma or GED and three (3) months of experience working in a hospital and/or clinical health setting.

Advanced

- Employees in this Role discuss planning of programs that assist patients in various treatment modalities and create recommendations and data for use by health care professionals and public health officials.
- Employees may oversee the most complex, high risk patient assisting and transporting cases.

Recommended Education and Experience for Full Performance

High school diploma or GED and two (2) years of experience working in a hospital or clinical health setting.

Minimum Qualifications

High School Diploma or GED and six (6) months of experience working in a hospital and/or clinical health setting.

HEALTHCARE SUPPORT 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

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.

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.

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

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

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

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.

Skills

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.

Service Orientation — Actively looking for ways to help people.

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.

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

Speaking — Talking to others to convey information effectively.

Coordination — Adjusting actions in relation to others' actions.

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.

Instructing — Teaching others how to do something.

HEALTHCARE SUPPORT WORKERS, ALL OTHER

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.