



State of New Mexico
Classification Description

DIRECT CARE

General Summary

Positions in this job family are assigned responsibilities involving patients or other work related to providing assistance to physically, mentally impaired or emotionally disturbed patients, patients under the influence of alcohol or drugs, working under direction of nursing and medical staff. They work in long-term care hospitals, psychiatric and residential mental health facilities, and inpatient / outpatient rehabilitation facilities. May assist with daily living activities, lead patients in educational and recreational activities, or accompany patients to and from examinations and treatments. May restrain violent patients. The primary emphasis is on working with patients or professional staff in carrying out prescribed work assignments as allowed by applicable licensure laws.

Direct Care Level I (Home Health Aide)

Jobcode: HNDC10

Pay Band: HA

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

Distinguishing Characteristics

This is the entry level Direct Care job of the classification series.

Recommended Education and Experience for Full Performance

High School Diploma and one (1) year of experience as it pertains to the essential duties of the classification.

Minimum Qualifications

High School Diploma, GED or equivalent.

Essential Duties and Responsibilities*

- Assist patients with daily activities.
- Record and maintain patient information, such as vital signs, eating habits, behavior, progress notes, treatments, or discharge plans.
- May obtain and record vital statistics or other health information.
- Maintain medical records.
- Listen and provide emotional support and encouragement to psychiatric patients.
- Encourage patients during therapeutic activities.
- Complete physical checks and monitor patients to detect unusual or harmful behavior and report observations to professional staff.
- May report physical or mental conditions of patients to aid in diagnosis or treatment.
- Restrain or aid patients as necessary to prevent injury.
- Hold patients to ensure proper positioning or safety.
- Feed patients.
- Clean and disinfect rooms and furnishings to maintain a safe and orderly environment.
- Provide patients with assistance in bathing, dressing, or grooming.

Direct Care Level II (Psych Tech)

Jobcode: HNDC11

Pay Band: HB

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

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Distinguishing Characteristics

This is the career level Direct Care job of the classification series.

Recommended Education and Experience for Full Performance

High School Diploma and two (2) years of experience as it pertains to the essential duties of the classification.

Minimum Qualifications

High School Diploma and one (1) year of experience as it pertains to the essential duties of the classification.

*Essential Duties and Responsibilities**

- Assist patients with daily activities such as bathing, dressing and hygiene.
- Maintain patients' restrictions to assigned areas.
- Aid patients in becoming accustomed to hospital routine.
- May assist with duties including medications, measuring or recording vital signs or collecting specimens.
- Report changes in physical or mental conditions of patients to aid in diagnosis or treatment.
- Organize, supervise, or encourage patient participation in social, educational, or recreational activities.
- Encourage patients during therapeutic activities.
- Interview patients upon admission and record information.
- Serve meals or feed patients needing assistance or persuasion.
- Accompany patients to and from wards for medical or dental treatments, shopping trips, or religious or recreational events.

Direct Care Level III

Jobcode: HNDC13

Pay Band: HC

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

Distinguishing Characteristics

Third level of Direct Care which provides routine care to meet the physical, emotional, social and spiritual preferences of an assigned group of patients/clients/residents.

Recommended Education and Experience for Full Performance

High School Diploma and four (4) years of experience as it pertains to the essential duties of the classification.

Minimum Qualifications

High School Diploma and two (2) years of experience as it pertains to the essential duties of the classification.

*Essential Duties and Responsibilities**

- May assist primary RN with admission process to include orienting patient to room, placement of monitors, taking vital signs, obtaining pertinent health data and history.
- Provides and maintains care of patients to help them improve their overall well-being by assisting with patient care, care plan implementation.
- May assist with duties including medications, measuring and recording vital signs, or collecting specimens.
- Assists with personal care and diagnostic therapeutic procedures.
- Participate in recreational activities with patients, including card games, sports, or television viewing.
- Collaborates with management and interdisciplinary teams in order to develop and implement programs and services for patients/residents.

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- Consults and validates data concerning residents' health and safety.
- Records and reports pertinent information on progress notes, incident reports, infection control and census reports according to prescribed format.
- May provide psychosocial activities to out-patient mental health clients.

Direct Care Level IV

Jobcode: HNDC15

Pay Band: HD

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

Distinguishing Characteristics

Under the direction of a Registered Nurse, seasoned Direct Care employee responsible for performing direct care services to patients/ residents/ clients.

Recommended Education and Experience for Full Performance

High School Diploma and six (6) years of experience as it pertains to the essential duties of the classification.

Minimum Qualifications

High School Diploma and four (4) years of experience as it pertains to the essential duties of the classification.

Essential Duties and Responsibilities*

- Responsible for assisting with duties including prescribed treatments, taking vital signs, assisting with care plan activities, observing and reporting patient conditions and behaviors, and participating in rehabilitation, ambulation, and transfers.
 - Assists with providing personal care such as bathing or toileting.
 - Communicates with doctors, patients, and families, and educates patients on care.
 - Assists the Registered Nurse with care planning.
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Statutory Requirements: Statutory requirements 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 including. It is the hiring Agencies responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Conditions of Employment: Conditions of employment 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 including.

Working Conditions: 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.

Established: 10/18/2019

Revised:

**Essential Duties and Responsibilities 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 duties. Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.*