

I. DESCRIPTION OF WORK

Positions in this banded class provide routine practical nursing work in the care and treatment of patients, under nursing supervision. Positions in this class participate in nursing assessments, provide personal care of patients/inmates, take routine vital signs, feed patients, monitor intake and output, collect specimens, change aseptic dressings, deliver routine respiratory therapy and other treatments, catheter and colostomy care, stock supplies, admit patients, give routine medications and assist the Registered Nurse and Physician as needed.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

| Contributing | Journey | Advanced |
|---|---|--|
| <p>Positions at this level participate primarily in screening, referring, information gathering and dissemination, and patient follow-up. Positions will also assist subordinate employees in providing general patient care. They may schedule appointments and follow-ups, and maintaining appropriate inventory of supplies for treatment areas.</p> | <p>Positions at this level assist the RN in conducting sick call clinics by participating in the nursing assessment, in accordance with their scope of practice, and by utilizing written protocols. Positions at this level screen patients and obtain pertinent medical data, collect vital signs and specimens, administer/interpret TB skin tests, assist the RN and Physician as needed, prepare and clean the examining area, monitor flow of patients, follow-up on missed appointments, clarify Physician orders and RN counseling, and may give injections and immunizations. They give medications; observe patients for reactions; and record pertinent information. Positions at this level will also assist subordinate employees in providing general patient care and reinforcing the plan of care as outlined by the RN, which includes patient teaching.</p> | <p>Positions at this level deliver specialized care such as respiratory therapy treatments, IV therapy, suctioning, and tracheotomy care to acute patients; observe cardiac monitors, respirators, etc. and report any changes. They may assist the Physician with special procedures such as lumbar puncture, surgical procedures, etc. They may conduct group therapies with the psychologist, LCSW or RN. They may care for and monitor acute patient who are suicidal and self-injurious and report any changes to the RN, Psychologist and/or Psychiatrist.</p> |

III. COMPETENCIES

| Competency | Definition |
|--------------------------------|---|
| Knowledge - Technical | Knowledge of practical nursing techniques and the routine care and treatment of all types of patients, and the ability to apply it to the area of work; considerable knowledge of sanitation, personal hygiene, basic health and safety practices applicable to the area of work; skill in preparing and administering medications, and general knowledge of proper dosage, effects and contraindications; skill in the operation of general and specialized equipment. |
| Consulting/Advising | Ability to provide guidance and counsel. Ability to understand patient programs, organization and culture. Ability to appropriately seek advice and counsel from a registered nurse or designated medical staff. |
| Client/Customer Service | Ability to develop and maintain professional relationships with patients, their families and staff by listening, understanding and responding to identified needs. |
| Communication | Ability to present effectively information to patients, families and staff that has been delegated to them by a registered nurse, in a manner suited to their characteristics and needs. Ability to convey information clearly and concisely either verbally or in writing to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others. |

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Technical

Knowledge of practical nursing techniques and the routine care and treatment of all types of patients, and the ability to apply it to the area of work; considerable knowledge of sanitation, personal hygiene, basic health and safety practices applicable to the area of work; skill in preparing and administering medications, and general knowledge of proper dosage, effects and contraindications; skill in the operation of general and specialized equipment.

| Contributing | Journey | Advanced |
|---|---|---|
| Ability to apply Practical Nursing knowledge, and knowledge of patient care and treatment. Demonstrated competency in healthcare screening. Knowledgeable of how to perform activities of daily living for patients. Ability to provide basic emergency care. | Knowledge of the 6 rights to medication administration. Understanding the use, contraindications and side effects of the medications they administer and know how to access information regarding medications. Demonstrated competency in obtaining vital signs, collecting specimens and conducting sick call. | Understanding disease processes as it relates to treatment, care and use of medical equipment. Demonstrated competency in use of specialized medical equipment. Demonstrated competency in performing advanced procedures. Knowledge of group process and group dynamics. Knowledge of high risk behaviors, including those that are subtle of the suicidal and self-injurious patient. Knowledge of barriers or techniques used by patient that inhibit effective communication. |

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

Consulting/Advising

Ability to provide guidance and counsel. Ability to understand patient programs, organization and culture. Ability to appropriately seek advice and counsel from a registered nurse or designated medical staff.

| Contributing | Journey | Advanced |
|--|---|--|
| Ability to provide patient and family information on services provided by the organization, and policies and procedures of the organization. Ability to guide and counsel subordinate staff on daily routines. | Ability to provide feedback and guidance/counsel to nursing staff on care rendered to patients. | Ability to answer questions from the nursing and medical staff or provide consultation on disease processes, treatment, care, etc. Ability to counsel and advise staff regarding conduct and job performance. Ability to solve complex problems in accordance with applicable policies/procedures. |

Client/Customer Service

Ability to develop and maintain professional relationships with patients, their families and staff by listening, understanding and responding to identified needs.

| Contributing | Journey | Advanced |
|---|--|--|
| Ability to demonstrate a professional, caring approach. Ability to demonstrate patience in dealing with patients' families. | Ability to work as a team player with multi-disciplinary healthcare staff, facility and custody staff. Ability to administer medications on a timely and accurate basis. Ability to deliver services in an organized and methodical manner. Ability to notify patient about how to access healthcare and scheduled sick call appointments. | Ability to anticipate patient needs. Ability to demonstrate compassion but not enable. |

Communication

Ability to present effectively information to patients, families and staff that has been delegated to them by a registered nurse, in a manner suited to their characteristics and needs. Ability to convey information clearly and concisely either verbally or in writing to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.

| Contributing | Journey | Advanced |
|--|---|---|
| <p>Ability to communicate with patients at all levels of understanding using layman's terms.</p> | <p>Ability to use interview techniques that assist the patient in describing his/her symptoms and assist in discerning the situation, using a systems approach. Ability to communicate with patients and families in a manner they understand, such as verbally, in writing, by demonstration, etc. Ability to document subjective and objective data, action taken and plan of care.</p> | <p>Ability to explain to patient prior to and during the performance of a procedure. Ability to communicate information in a concise and descriptive manner. Knowledge of communication techniques. Skill in dealing with acutely psychotic, suicidal and self-injurious person. Ability to participate in the conducting of group therapies, such as encouraging the patient to talk by asking open-ended questions. Skill in observing behavior and mannerisms. Ability to actively listen.</p> |

V. MINIMUM TRAINING & EXPERIENCE

Licensed to practice as a Practical Nurse in the State of North Carolina.

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