

HOSPITAL SERVICES ASSISTANT

KIND OF WORK

Paraprofessional administrative work in a treatment unit in state institutions or other social service programs.

NATURE AND PURPOSE

Under general supervision, performs administrative, clerical and paraprofessional support functions for treatment unit; performs related work as required. Problem solving involves thinking guided or circumscribed by established routine and standing instructions. Freedom to act is limited by instructions and established work routines.

EXAMPLES OF WORK

Sorts and dispatches mail, greets and directs visitors and answers telephone to assure that staff and patients receive appropriate correspondence, messages, and visitors promptly.

Arranges for, coordinates, and assists in patients'/residents' transportation to and from other community and medical facilities in order to insure that vehicles, gas and staff time are efficiently used in hospital and DPW standards are maintained. By requisitioning appropriately sized vehicle, and necessary special equipment (e.g., stretchers, oxygen, etc.), scheduling appropriate department personnel to escort residents, driving car or van or scheduling driver for vehicle, maintaining written records of transportation use, and/or lifting or pushing the wheelchair patient in and out of vehicle.

Schedule technical and paraprofessional staff to insure that adequate coverage of unit is maintained at all times by adhering to prescribed hospital staffing pattern and professional direction.

Check hospital building and grounds routinely to insure that environment remains secure and free of safety hazards by verifying that all outside doors remain locked following curfew, reporting any unusual or suspicious occurrences, power outages, or equipment failure to proper hospital authorities, and clearing snow and ice from all walks and steps.

Assist staff in dealing with inebriated or disorderly patients and emergencies (such as missing patients or staff shortages). Crisis situations may be minimized or prevented by following professional staff's instructions quickly and efficiently, administering first aid or CPR as directed, providing direct patient care (feeding, bathing, grooming) as directed, and remaining calm and tactful when dealing with patients/residents under pressure.

Set up and update patient files so that accurate records of patient treatment, behavior, medication, possessions and vital signs may be maintained in accordance with facility standards.

Order inventory and store supplies (i.e., medications, linens, cleaning products) in order to insure that adequate levels of supplies are available by reading supply procedures and schedules, checking deliveries against invoices and stock against inventory, and performing arithmetic calculations such as addition and subtraction.

Receive and record physicians' orders regarding medication, diets, treatments, test, etc., and accurately forward to appropriate hospital personnel by following written and oral instructions.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

Knowledge of:

Hospital staffing policies and requirements sufficient to complete standard schedule.

Agency filing procedures and standards sufficient to set up or maintain usual records or files.

Hospital security and safety standards and schedules sufficient to recognize irregularities or unsafe conditions.

Medical/pharmaceutical terminology and treatments sufficient to achieve a passing score in the approved medication administration program for unlicensed personnel.

Skill in:

Mathematics sufficient to perform addition and subtraction.

Ability to:

Follow directions and to react quickly in an emotion-charged situation.

Interact calmly and tactfully with staff and residents/patients under pressure.

Administer emergency first aid and CPR.

Communicate effectively, verbally and in writing.

Apply standard staffing patterns to new information.

Est.: 2/79 T.C.:

Rev.:

Ckd.: 11/91

Former Title(s):