

## UW HEALTH JOB DESCRIPTION

<b>CLINICAL SUPPORT TECH</b>			
Job Code: 510046	FLSA Status: Non-exempt	Mgt. Approval: Testing Site Leadership	Date: December 2020
Department: Facilities – Emergency Response		HR Approval: J. Olson	Date: December 2020
<b>JOB SUMMARY</b>			
This position is responsible for assisting with tasks such as laboratory specimen collection, vaccine administration, and clerical/reception activity for UW Health patients, employees, and the public.			
<b>MAJOR RESPONSIBILITIES</b>			
<ul style="list-style-type: none"> <li>Interact with patients/employees in a professional and courteous manner.</li> <li>Complete routine scheduling activities.</li> <li>Assist with nasopharyngeal swabbing tests and other specimen collection.</li> <li>Help with tasks as needed in the collection tent.</li> <li>Administer medication, including injections, under supervision.</li> </ul>			
<b>JOB REQUIREMENTS</b>			
Education	Minimum		
	Preferred	High School diploma	
Work Experience	Minimum		
	Preferred	Customer service experience Clinical health care experience	
Licenses & Certifications	Minimum		
	Preferred	MA, CNA, EMT, Tech (PT, RT, Eye, etc.), Athletic Trainer, or other Allied Health discipline and/or student in an Allied Health program	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Basic communication skills and working knowledge of the English language</li> <li>Ability to communicate routine instruction to patients, public, or employees regarding tasks or procedures</li> <li>Ability to work independently or as part of a team with minimal supervision</li> <li>Ability to read and interpret documents such as safety rules, procedure manuals, and short correspondence and memos</li> <li>Ability to ensure a high level of patient, visitor, employee, and external customer satisfaction</li> <li>Effective organizational and planning abilities</li> <li>Willingness to work on quality improvement initiatives and accept change</li> <li>Maintain a positive attitude in stressful situations</li> <li>Willingness to use initiative and handle extra duties as needed</li> <li>Ability to multi-task and work at a rapid pace</li> <li>Ability to teach basic skills and techniques to peers</li> <li>Willingness and ability to learn new tasks, procedures, and medication administration                             <ul style="list-style-type: none"> <li>Attention to safety</li> <li>Attention to accuracy</li> <li>Willingness to ask questions to clarify work/requirement</li> </ul> </li> <li>Ability to safely administer injections under the supervision of a RN using the 5 Rights of Medication Administration</li> </ul>	
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,			
<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)

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<b>X</b>	Toddlers (1 – 3 years)	<b>X</b>	Young Adult (20 – 40 years)
<b>X</b>	Preschool (4 – 5 years)	<b>X</b>	Middle Adult (41 – 65 years)
<b>X</b>	School Age (6 – 12 years)	<b>X</b>	Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>X</b> <b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.