



## **PSYCHIATRIC TECHNICIAN I/II**

### **DEFINITION**

Under general supervision or direction, provides ~~technical nursing and psychiatric care for in-patient, mentally ill and emotionally disturbed patients~~ medication management support to clients; collaborates with other medical staff and interdisciplinary health treatment teams to ~~diagnose and prepare~~ implement treatment plans; ~~assists with day treatment programming~~, and reports on impact of medications; serves as an initial point of contact for clients discharged from psychiatric facilities to orient them to County behavioral health services; and performs related duties as assigned.

### **DISTINGUISHING SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision or direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

*Psychiatric Technician I:* This is the entry-level classification in the Psychiatric Technician class in this series. Initially under general supervision from medical staff, incumbents learn and perform routine medication management duties for clients. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Psychiatric Technician II:* the incumbents perform the more routine technical nursing duties while learning County policies and procedures. This class is alternately: This is the fully qualified journey-level classification in the Psychiatric Technician class series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently under less supervision than the I-level, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from professional clinical or medical classifications in that the latter have responsibility for client physical and behavioral health care assessments and treatment.

Positions in the Psychiatric Technician class series are flexibly staffed with Psychiatric Technician II, and incumbents may advance to positions at the higher II-level are normally filled by advancement from the I-level after gaining the knowledge, skill, and experience and demonstrating proficiency which meet the qualifications ~~on for~~, and after demonstrating the ability to, perform the work of the higher-level class.

*Psychiatric Technician II* is the journey level class of the series, fully competent to perform responsible and difficult patient assessments and prepare patient treatment plans for the mentally ill in in-patient or after care setting.

~~This class is distinguished from Psychiatric Case manager in that the latter provides similar services in a board and care of independent living setting.~~

### **EXAMPLES OF DUTIES/TYPICAL JOB FUNCTIONS (Illustrative Only)**

- ~~• Assesses patient upon admission to unit and makes presentation of physical and mental condition findings to attending physicians; places difficult patients in seclusion and/or restraints, as required.~~
- ~~• Evaluates patient needs for emergency medical treatment and/or emergency psychiatric medication.~~
- ~~• Develops patient care plans and informs appropriate medical support staff of patient needs.~~
- Confers with and provides support to distraught family members of those hospitalized for~~Under the direction of clinical staff, provides medication management services to behavioral health clients; ensures the proper acquisition and self-administration of medication; may travel to outpatient clinics, residences, transitional housing, inmate facilities, or other locations to work with clients.~~
- Serves as an initial point of contact for clients who have been discharged from a psychiatric health facility; orients clients to the County's behavioral health services; verifies client information, including medical history and medication needs; responds to client questions and concerns.
- Collaborates with clinical staff to process new prescriptions and refills; works with insurance companies to obtain approvals; writes medical justifications to have prescriptions approved, as necessary; works with clinical staff and insurance companies to determine options when prescriptions are denied.
- Collects, organizes, and delivers medications to clients; provides education and training to clients, their families, and/or staff on the proper care and use of medications, including symptoms of, reactions to, or side effects of, specific medications; informs clients of the impact of abuse and/or misuse of medications.
- Conducts medication checks on clients to assess their overall medication management capabilities; takes appropriate action if a client poses danger with respect to the use or abuse of medication; arranges/facilitates laboratory monitoring as outlined in the client plan of care standing or client specific order to assess dosage efficacy including under or overdose conditions; takes and records client vital signs as appropriate.
- Serves as a member of an inter-professional team or intensive care management team; reports on prescribed medication changes, self-administration concerns, observed or reported side effects, and other psychosocial parameters that improve or impede the client's ability to maintain stability and compliance with treatment goals.
- ~~• As needed, performs crisis intervention-~~
- ~~• Administers oral and hypodermic medications and observes and records their effects; obtains appropriate orders from; physician to facilitate patient treatment.~~
- ~~• Provides supportive services to board and care staff including training, treatment plan development and liaison at the patient level.~~
- Performs crisis intervention to provide support for walk-in clients or non-clients; evaluates individuals to identify level of stable behavior; provides support and assistance in problem resolution~~and to coordinate; coordinates or arrange~~arranges for the provision of needed~~appropriate care services.~~
- ~~• Conducts individual and group counseling sessions; monitors patient adjustment and progress.~~
- ~~• Transports patients to other facilities, doctor's appointments or related activities.~~
- Serves as an advocate for clients with internal and external medical professionals; accompanies clients to medical and clinician appointments and provides support/information as needed and appropriate.
- Collaborates with clinicians and medical professionals from the Alcohol and Drug Program to facilitate and monitor medication compliance as appropriate; reports on prescribed medication changes, compliance to treatment agreements or associated deviations; participates in intervention/care planning to facilitate client progress toward goal completion.
- Maintains accurate records and files; documents patient~~client~~ progress and procedures performed.
- ~~• Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- Performs related work~~duties~~ as assigned.

## **QUALIFICATIONS**

~~**Note:** the level and scope of the knowledge and skills listed below are related to job duties as defined under Distinguishing Characteristics. Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.~~

### **Knowledge of:**

- ~~➤ Operations, services, and activities of a comprehensive behavioral health program with respect to the intervention and treatment of clients.~~
- ~~➤ Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility, including confidentiality laws and the permitted use of medical records.~~
- ~~⊕ Principles and practices of **mental health** case management, particularly as related to the assessment of **mental** for behavioral health status. clients, including client charting and process documentation.~~
- ~~➤ Pharmacological understanding of the proper use and effectiveness of medications, including contraindications, side effects, and probability of addiction or dependency.~~
- ~~➤ Methods and techniques of observing clients for negative reactions to medications, or addictive/dependency outcomes, and courses of action to treat same.~~
- ~~➤ Medical and psychiatric terminology.~~
- ~~➤ Methods and techniques of performing crisis intervention assessments, and identification of options for mitigation/management.~~
- ~~➤ Insurance and pharmacy processes for ordering and procuring needed medications for clients.~~
- ~~➤ Methods and techniques of conducting client interviews and eliciting needed information.~~
- ~~➤ Evolving trends and strategies in medication management.~~
- ~~➤ Methods and techniques of conducting research.~~
- ~~⊕ Principles and practices of **general and psychiatric nursing care**, as defined by the State of California licensing requirements. complex documentation preparation and recordkeeping.~~
- ~~➤ Community socioeconomic and cultural demographics.~~
- ~~➤ Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.~~
- ~~⊖ Techniques for **providing a high level of customer service by effectively** dealing with **disturbed individuals and/or their families.**~~
- ~~⊖ Medical and psychiatric terminology and first aid methods and procedures.~~
- ~~⊖ Psychiatric medicines, including patient charting and the processing and maintenance of required documentation.~~
- ~~⊖ Standard office administrative practices and procedures.~~

### **Skill in:**

- ~~⊕ Conducting psychiatric assessments and evaluations and reporting physical and mental condition finding to medical the public, vendors, contractors, and County staff.~~
- ~~⊖ Developing effective patient care treatment plans to facilitate patient medial or psychiatric improvement.~~
- ~~➤ **Performing**The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.~~
- ~~➤ Modern equipment and communication tools used for business functions and program, project, and task coordination.~~
- ~~➤ Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or~~

generate documentation.

### **Ability to**

- Provide medication management services to a diverse range of clients with behavioral health disorders.
- Administer medications and observe, record, and report their effects.
- Effectively contribute to assigned team discussions on client treatment and progress.
- Work collaboratively with medical professionals, pharmacies, and insurance companies to obtain needed client medications.
- Observe client behavior to determine whether intervention is needed, or to identify negative reactions to medications.
- ⊕ Respond to crisis intervention, responding promptly to patient emergency situations and taking client emergencies in a calm and effective action to control potentially violent incidents. manner.
- ⊖ Conducting and supervising counseling and occupational and recreational programs for patients.
- ⊖ Administering medication and observing, recording and reporting their effects.
- ⊖ Documenting patient histories and maintaining accurate records and files.
- Preparing Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- ⊕ Prepare clear and concise client progress reports, correspondence and other written materials. material.
- Exercising sound Document and maintain complex client records and files, including client medical histories.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- ⊕ Use tact, initiative, prudence, and independent judgment within established general policy, procedural, and legal guidelines.
- ⊖ Establishing and maintaining Establish, maintain, and foster positive and effective working relationships with those contracted contacted in the course of the work.

### **Other Requirements:**

- Must possess a valid driver's license. Must be willing to work overtime and off hours shifts. Must be licensed to practice as a Licensed Vocational Nurse, Registered Nurse or Psychiatric Technician in the state of California.

### **Education and Experience:**

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

### **Psychiatric Technician I: Completion of**

Equivalent to a level of education and course of study, which would qualify as an accredited program for qualifying for California State License License as a Psychiatric Technician, Registered Nurse or dual licensure as a Licensed Vocational Nurse. Some experience in working with the chronically mentally ill is desirable. and Psychiatric Technician;

AND

One (1) year of experience performing professional-level medication management duties.

*Psychiatric Technician II:* ~~In additional to the above, two~~

Equivalent to a level of education and course of study, which would qualify as an accredited program for incumbents to obtain Psychiatric Technician or dual licensure as a licensed Vocational Nurse and Psychiatric Technician;

AND

Two (2) years of ~~post license experience in working with the chronically mentally ill in an in- or out-patient setting~~ medication program support for behavioral health clients at a level equivalent to the County's class of Psychiatric Technician I.

**Licenses and Certifications:**

- Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Possession of license as a Psychiatric Technician or Licensed Vocational Nurse/Psychiatric Technician in the State of California.

**PHYSICAL DEMANDS**

**Must possess Note:** — ~~The above qualifications are typically accepted ways of obtaining the required knowledge and skills.~~ mobility to work in out-patient clinics, correctional facilities, and standard office settings; use standard office and medical care equipment, including but not limited to computer technology, electronic communication, hypodermics, stethoscope, blood pressure measuring devices, and to operate a motor vehicle to for travel to service sites; vision to observe client behavior, physical compromise or manifestations of illness read printed materials and a computer screen; and hearing to conduct interviews and auscultatory assessment; speech to communicate in person and over the telephone. Standing and walking between work areas of a facility or in the community is frequently required. Finger dexterity is needed to access, enter, and retrieve data using keyboard devices operate standard office equipment and to carry out medically oriented screening, specimen collection and intervention. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office, out-patient clinical, and correctional facility environments with moderate noise levels, controlled temperature conditions, with potential exposure to biopharmaceutical substances, bloodborne pathogens, aerosolized communicable disease and hazardous chemicals. Positions require vaccination for communicable disease as stipulated in Cal-OSHA regulations. Employees may be subject to violence in the workplace related to interaction with clients afflicted with behavioral disorders, and under emotional duress including those which require emergency crisis intervention. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

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Must be willing to work after hours, weekends, and holidays as needed.