

MASSACHUSETTS DEPARTMENT OF PERSONNEL ADMINISTRATION

CLASSIFICATION SPECIFICATION

I. NURSING ASSISTANT SERIES:

Nursing Assistant I
Nursing Assistant II
Nursing Assistant III
Nursing Assistant IV

APPROVED

DEC 31 1987

Department of Personnel
Administration

II. SUMMARY OF SERIES:

Incumbents of positions in this series provide information to other staff members relative to client/patient progress and behavior; teach clients/patients self-help skills and personal hygiene; inspect client/patient living areas; attend meetings and participate in client/patient conferences; and perform related work as required.

The basic purpose of this work is to provide nursing care and assistance to clients/patients under the supervision of physicians and other medical personnel.

III. ORGANIZATIONAL LEVELS:

Nursing Assistant I is the entry-level paraprofessional job in this series.

Nursing Assistant II is the first-level supervisory job in this series.

Nursing Assistant III is the second-level supervisory job in this series.

Nursing Assistant IV is the third-level supervisory job in this series.

IV. EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:

1. Discusses observations regarding client/patient behavior or problems with other staff to assist in the development of treatment plans by providing information concerning the condition of clients/patients, including symptoms of assaultive behavior and the need for mechanical or chemical restraints.
2. Teaches clients/patients self-help skills such as toilet use, oral and personal hygiene, feeding, grooming and dressing; gross motor skills such as walking and exercising; and socialization skills through family style or cafeteria style dining.

3. Attends meetings relative to lifesaving techniques and participates in multidisciplinary team conferences, in-service training programs and/or continuing education programs to provide information regarding plans for client/patient care.
4. Evaluates clients'/patients' diets and brings deficiencies to the attention of the dietician.
5. Establishes trusting relationships with clients/patients by talking with them, listening to their problems and providing appropriate role models for them to follow.
6. Provides for the daily care and the personal or hygienic needs of clients/patients by giving baths and backrubs, feeding, grooming and serving meals, including the administration of special diets.
7. Accompanies clients/patients to various appointments, activity groups or recreational meetings for treatment and therapy by transferring clients/patients manually to and from wheelchairs, stretchers and beds; orients clients/patients to physical surroundings of the ward or living area by explaining rules and regulations and introducing other clients/patients.
8. Collects and transports equipment, supplies (including linen and food) and laboratory specimens between departments and/or facilities and distributes supplies to client/patient living or treatment areas.
9. Performs tasks for clients/patients and staff such as making phone calls; delivering messages and mail; sorting laundry; and cleaning clients'/patients' utensils, washbasins, intravenous poles, bedpans and urinals.
10. Performs related duties such as responding to client/patient call lights; and administering postmortem care such as recording weights, cleaning, dressing, tagging and/or refrigerating bodies.

Based on assignment, incumbents of positions in this series may also:

1. Chart vital signs such as temperature, pulse, respiration, blood pressure, weight and other care-related data; change devices such as stoma bags and colostomy bags; monitor fluid intake and output and analyze urine test results for sugar and acetone level.
2. Observe clients'/patients' tendencies toward suicide, homicide and/or escape to ensure their safety.
3. Provide rehabilitative training such as bowel and bladder training.
4. Apply small dressings, elastic stockings, foot braces, splints, etc.
5. Maintain cleanliness of utility rooms, treatment areas and kitchen.

6. Perform positioning and good body alignment on clients/patients.
7. Check clients'/patients' physical condition by examining for rashes, bruises and cuts to see if medical attention is required.
8. Enforce rules and regulations pertaining to visits from friends and families.
9. Respond to emergency codes.
10. Ensure the complete evacuation of clients/patients from living areas in case of fire or fire drills by leading, carrying and/or counting clients/patients.
11. Attend meetings relative to dietary management.

V. DIFFERENCES BETWEEN LEVELS IN SERIES:

Nursing Assistant II:

Incumbents of positions at this level and higher also:

1. Instruct developmentally disabled clients/patients such as the deaf and blind in activities for daily living; make recommendations concerning suitability of proposed activities for client/patient participation; and implement treatment plans and assigned programs for individual clients/patients in communication and relaxation techniques and behavior modification.
2. Report problems such as assaultive or intimidating client/patient behavior or symptoms to unit supervisor in order to protect other clients/patients.
3. Refer clients'/patients' social and economic needs to social service personnel and make recommendations concerning clients'/patients' personal needs for such items as clothing.
4. Notify appropriate staff when client/patient leaves and/or returns to facility to facilitate arrangements for medication and schedule changes.
5. Perform other tasks such as notifying appropriate personnel in case of escapes; checking clients'/patients' physical condition by examining for rashes, bruises and cuts to see if medical attention is needed.

Nursing Assistant III:

Incumbents of positions at this level and higher also:

1. Train new employees and volunteers by discussing behavior patterns, symptoms of impending assaultive behavior and appropriate or inappropriate behavior modification techniques; and by instructing employees and/or volunteers in job duties, rules, regulations and the physical layout of the facility.

2. Review safety codes or other safety regulations to keep abreast of changing requirements.
3. Develop methods of dealing with difficult clients/patients to resolve problems such as assaultive or intimidating behavior.
4. Inspect clients'/patients' living areas for unsafe conditions such as overloaded electrical outlets, frayed extension cords and loose handrails; and report equipment maintenance problems to supervisor or appropriate department.
5. Maintain inventory of supplies on hand and order non-medical supplies for unit as needed.
6. Ensure adequate staff coverage by calling to find replacements for scheduled staff when necessary.
7. Schedule employees for in-service training.
8. Perform other tasks such as maintaining and updating files of client/patient activities, available services orders, case records, etc.; reviewing daily attendance sheets in order to compute time worked and record for payroll purposes; and writing memos and letters.

Nursing Assistant IV:

Incumbents of positions at this level also:

1. Monitor the performance of subordinates by inspecting wards and observing care of patients/clients to ensure conformance with established patient/client care standards.
2. Consult with physicians and other professional staff on patient/client care and treatment.
3. Interview applicants for employment in order to recommend hiring.
4. Review staff work schedules to ensure adequate ward coverage.
5. Perform other tasks such as preparing admission and release forms; preparing requisitions for patient/client clothing and supplies; attending staff meetings and seminars; and conducting staff meetings with subordinates.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with medical and other professional staff; and patients/clients and their families.

VII. SUPERVISION RECEIVED:

Nursing Assistant I:

Incumbents of positions at this level receive direct supervision from Nursing Assistants or other employees of higher grade who provide training or instruction, assign work verbally or in writing and review performance for effectiveness.

Nursing Assistant II:

Incumbents of positions at this level receive direct supervision from Nursing Assistants or other employees of higher grade who provide training or instruction, assign work verbally or in writing and review performance for effectiveness.

Nursing Assistant III:

Incumbents of positions at this level receive direct supervision from Nursing Assistants or other employees of higher grade who provide training or instruction, assign work verbally or in writing, and review performance for effectiveness.

Nursing Assistant IV:

Incumbents of positions at this level receive general supervision from employees of higher grade who provide guidance on procedures, assign work verbally or in writing and review performance for effectiveness.

VIII. SUPERVISION EXERCISED:

Nursing Assistant I:

None.

Nursing Assistant II:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 paraprofessional or other personnel.

Nursing Assistant III:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 paraprofessional personnel; and indirect supervision (i.e., through an intermediate level supervisor) over 6-15 paraprofessional or other personnel.

Nursing Assistant IV:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and

review the performance of 6-15 paraprofessional personnel; and indirect supervision (i.e., through an intermediate level supervisor) over 16-25 paraprofessional or other personnel.

IX. WORKING CONDITIONS:

Nursing Assistants work in a medical or mental health facility; work varied shifts, weekends, holidays or nights; may be subject to verbal and physical abuse in a job-related setting; lift heavy persons or objects; work under exposure to communicable diseases and the harmful effects of ultrasonic, x-ray, radioactive or mechanical equipment; and may work alone.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Knowledge of the principles of correct English usage, including grammar, spelling, sentence structure, word meaning and punctuation.
2. Ability to follow written and oral instructions.
3. Ability to perform basic arithmetic computations (addition, subtraction, multiplication and division).
4. Ability to gather information through observing and questioning individuals.
5. Ability to communicate effectively in oral expression.
6. Ability to write clearly and concisely, expressing thoughts clearly and developing ideas in logical sequence.
7. Ability to interact with people who are under physical and/or emotional stress.
8. Ability to work in a team setting and in group situations.
9. Ability to establish rapport and deal tactfully with persons from varied backgrounds.
10. Ability to maintain accurate records.
11. Ability to gather information by examining records and documents.
12. Ability to maintain a calm manner in stressful and emergency situations.
13. Ability to exercise sound judgment.
14. Ability to understand, apply and explain the laws, rules, regulations, procedures, guidelines and policies governing assigned unit activities.

15. Ability to lift and carry heavy objects or persons.
16. Sensitivity to the feelings and problems of persons who are mentally retarded.

The following qualifications are also required at hire for Nursing Assistant II and higher positions:

1. Knowledge of the custodial care problems of special client/patient groups.
2. Knowledge of first aid techniques.
3. Knowledge of the sanitation and sterilization methods, techniques and procedures followed in a medical facility.
4. Knowledge of the types and applications of emergency medical procedures such as cardio-pulmonary resuscitation (CPR), tourniquets, etc.
5. Knowledge of the safety practices and procedures followed in a medical facility including evacuation of clients/patients.
6. Knowledge of the techniques followed in collecting samples from clients/patients for medical diagnostic purposes and in the handling and transporting of specimens.
7. Knowledge of the terminology, symbols and standard abbreviations used in medical practice.
8. Ability to conduct training or instruction.
9. Ability to plan, assign and coordinate the activities of others.
10. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.
11. Ability to give written and oral instructions in an understandable manner.

The following qualifications are also required at hire for Nursing Assistant III and higher positions:

1. Knowledge of interviewing techniques.

2. Knowledge of the principles, practices and techniques of supervision.
3. Knowledge of training methods and techniques.
4. Knowledge of abnormal behavior symptoms and patterns.

The following qualifications are also required at hire for Nursing Assistant IV positions:

1. Ability to conduct interviews.

XI. QUALIFICATIONS ACQUIRED ON JOB AT ALL LEVELS IN SERIES:

1. Knowledge of agency policies, procedures, specifications, standards and guidelines governing assigned unit activities.
2. Knowledge of agency laws, rules and regulations.

Additional qualifications acquired on the job in Nursing Assistant I positions:

1. Knowledge of the custodial care problems (personal hygiene, feeding, grooming and dressing) of special clients/patients such as the blind, the hearing impaired and the handicapped.
2. Knowledge of first aid techniques.
3. Knowledge of the sanitation and sterilization methods, techniques and procedures followed in a medical facility.
4. Knowledge of the safety practices and procedures followed in a medical facility including evacuation of patients.
5. Knowledge of the techniques followed in collecting samples from patients for diagnostic purposes.
6. Knowledge of the techniques used in the handling and transportation of specimens and patients.
7. Knowledge of the terminology, symbols and standard abbreviations used in medical practice.
8. Ability to give written and oral instructions in precise, understandable manner.

Based on assignment, the following additional qualifications may be acquired on the job in Nursing Assistant I positions:

1. Knowledge of treatment techniques and methods followed in providing medical services to special client groups such as the developmentally disabled, the blind and the hearing impaired.
2. Knowledge of the types and application of emergency medical procedures such as cardio-pulmonary resuscitation (CPR), tourniquets, etc.

Additional qualifications acquired on the job in Nursing Assistant II positions:

1. Knowledge of abnormal behavior symptoms and patterns.
2. Ability to conduct training or instruction.

Additional qualifications acquired on the job in Nursing Assistant III positions:

1. Knowledge of human anatomy as applied to nursing.
2. Knowledge of interviewing techniques.
3. Ability to conduct interviews.
4. Knowledge of the principles, practices and techniques of supervision.
5. Knowledge of training methods and techniques.

XII. MINIMUM ENTRANCE REQUIREMENTS:

Nursing Assistant I:

None.

Nursing Assistant II:

Applicants must have at least (A) one year of full-time, or equivalent part-time, professional, paraprofessional or technical experience in a hospital, clinic or medical facility, the major duties of which included providing nursing care, medical and/or paramedical services to clients/patients, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. An Associate's degree or higher with a major in medical technology, medical assistant, nursing, nurse education or medicine may be substituted for the required experience.*

- II. Registration as a Certified Medical Assistant by the American Association of Medical assistants may be substituted for the required experience.

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Nursing Assistant III:

Applicants must have at least (A) two years of full-time, or equivalent part-time, professional, paraprofessional or technical experience in a hospital, clinic or medical facility, the major duties of which included providing nursing care, medical and/or paramedical services to clients/patients, and (B) of which at least one year must have been in a supervisory capacity, or (C) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. An Associate's degree or higher with a major in medical technology, medical assistant, nursing, nurse education or medicine may be substituted for a maximum of one year of the required (A) experience. No substitutions will be permitted for the required (B) experience.*
- II. Registration as a Certified Medical Assistant by the American Association of Medical Assistants may be substituted for one year of the required experience.

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Nursing Assistant IV:

Applicants must have at least (A) three years of full-time, or equivalent part-time, professional, paraprofessional or technical experience in a hospital, clinic or medical facility, the major duties of which included providing nursing care, medical and/or paramedical services to clients/patients, and (B) of which at least one year must have been in a supervisory capacity, or (C) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. A Bachelor's degree or higher with a major in medical technology, medical assistant, nursing, nurse education or medicine may be substituted for a maximum of one year of the required (A) experience. No substitutions will be permitted for the required (B) experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

XIII. SPECIAL REQUIREMENTS:

None.

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Revised 5/87