

**PUTNAM MEMORIAL HEALTH CORPORATION  
JOB DESCRIPTION**

**Affiliate: Southwestern Vermont Medical Center**

Support Services Technician

Position Code:

Exempt  Non Exempt

Patient Population Age(s) Served:

Neonate/Infant: Birth to 1 year       Adult: 19 years through 64 years  
 Children: 1 year through 12 years       Geriatric: 65 years and older  
 Adolescents: 13 years through 18 years       Not Applicable: No clinical applications

**GENERAL DESCRIPTION:**

The Support Services Technician is a support role within the nursing department that will assist in providing maximum support for the delivery of quality patient care.

**QUALIFICATIONS:**

- A. High school graduate or successful completion of GED.
- B. Experience in performing basic nursing skills preferred.
- C. Ability to communicate effectively with all members of the health care team.
- D. Obtain an LNA license or EMT certification within 6 months from date of hire.

Working Conditions: See Attached

Physical Requirements: See Attached

**ACCOUNTABLE TO:**

Director, Medical/Surgical Services, West

**DUTIES AND RESPONSIBILITIES:**

- A. Provides the nursing departments with necessary resources as needed from appropriate hospital departments to insure quality patient care.
- B. Acts as a liaison by communicating necessary information to nursing departments as needed.
- C. Performs basic nursing skills as needed following established policies and procedures of Southwestern Vermont Medical Center under the direction of the unit designees.
- D. Possesses the physical ability to safely perform duties.
- E. Assumes responsibility and is accountable for his/her performance.
- F. Accepts and performs other duties as assigned.

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Signature

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Date

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3 = Achieves Expectations  
 4 = Frequently Exceeds Expectations  
 5 = Consistently Exceeds  
 Expectations/Outstanding  
 Performance

STANDARD I	1	2	3	4	5
The Support Services Technician provides the nursing departments with necessary resources as needed from appropriate hospital departments to insure quality patient care.					
1. Prioritizes requests for resources from departments appropriately.					
2. Follows established routines for requisitioning supplies and equipment, maintenance and repair services, and prepares related forms.					
3. Utilizes supplies and equipment in a cost effective manner.					
4. Locates and delivers resources as needed to include but not limited to:					
a. Medical Records					
b. Central Supply					
5. Utilizes hospital wide systems appropriately.					
6. Obtain/transport medications to the nursing units.					
STANDARD II					
The Support Services Technician acts as a liaison by communicating necessary information to nursing departments as needed.					
1. Responds in a timely manner to all requests.					
2. Communicates information appropriately to identified designees.					

3 = Achieves Expectations  
 4 = Frequently Exceeds Expectations  
 5 = Consistently Exceeds Expectations/Outstanding Performance

STANDARD II (Cont.)	1	2	3	4	5
3. Utilizes hospital information systems for order entry, requisitions, and QA.					
4. Assists with or maintains Medical Records.					
STANDARD III					
The Support Services Technician performs basic nursing skills as needed following established policies and procedures of Southwestern Vermont Medical Center under the direction of the unit designees.					
1. Assists the nursing staff with admission and discharge of patients.					
2. Assists with patient hygiene.					
3. Assists with collection, labeling, and transportation of specimens.					
4. Assists nursing staff with care of assigned group of patients, based on growth and developmental needs and behaviors as guided by the patient's plan of care.					
STANDARD IV					
The Support Services Technician possesses the physical ability to safely perform duties.					

4 = Frequently Exceeds Expectations  
 5 = Consistently Exceeds Expectations/Outstanding Performance

STANDARD IV (Cont.)	1	2	3	4	5
1. Is physically capable of performing responsibilities (see job classification analysis).					
2. Demonstrates principles of good body mechanics.					
STANDARD V					
The Support Services Technician assumes responsibility and is accountable for his/her performance.					
1. Maintains patient confidentiality.					
2. Relates well with other team members.					
3. Attends educational programs as provided by the hospital.					
4. Dresses in accordance with established standards.					
5. Maintains good attendance record.					
STANDARD VI					
The Support Services Technician accepts and performs other duties as assigned.					
1. Accepts and performs other duties as delegated or assigned.					

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