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ABSTRACT

This publication contains worker task lists and supplementary information for eight occupations in the health and human services cluster: (1) criminal justice; (2) protective services; (3) dental assistant; (4) dental hygienist; (5) diagnostic medical sonographer; (6) medical office assistant; (7) fire medic; and (8) parks and recreation manager. The task lists were generated through the DACUM (Developing a Curriculum) process and/or by analysis by a panel of experts. The following supplementary information is provided for seven of the occupations: (1) criminal justice--traits/attitudes, knowledge, skills, and education, and trends; (2) protective services--knowledge and skills; (3) dental assistant--traits and attitudes, knowledge and skills; (4) dental hygienist---traits and attitudes, knowledge and skills; (5) sonographer---traits and attitudes, knowledge and skills, trends, certification/professional associations, core competencies, education and careers; (6) medical office assistant---traits and attitudes, knowledge and skills, equipment, tools, and supplies; and (7) parks and recreation manager---traits and attitudes, knowledge and skills, professional affiliations/certification, equipment, core competencies, career ladder, secondary school coursework, and trends. (KC)

OCCUPATIONAL ANALYSES

HEALTH AND HUMAN SERVICES

Worker Task Lists and Supplementary Information
for Selected Occupations



CRIMINAL JUSTICE



PROTECTIVE SERVICES



DENTAL ASSISTANT



DENTAL HYGIENIST



DIAGNOSTIC MEDICAL SONOGRAPHER



MEDICAL OFFICE ASSISTANT



FIRE MEDIC



PARKS AND RECREATION MANAGER

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TO THE EDUCATIONAL RESOURCES
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**OCCUPATIONAL ANALYSES
HEALTH AND HUMAN SERVICES**

**WORKER TASK LISTS AND SUPPLEMENTARY INFORMATION
FOR SELECTED OCCUPATIONS**

DEVELOPED BY

**Northern Virginia Community College - Annandale Tech Prep Consortium
Rappahannock Community College - Warsaw
Crossroads Tech Prep Consortium
Southwest Virginia Tech Prep Consortium
Northern Virginia Community College
Tidewater Community College
Tidewater Tech Prep Consortium**

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INTRODUCTION

Employers in today's high-tech workplace need workers with a variety of qualifications. To be successful in most technical fields, workers must

- master a number of specific tasks
- understand and be able to use related technical concepts and theories
- exhibit traits and attitudes that employers find desirable.

Students who wish to enter technical career fields must have instruction that enables them to gain these qualifications. This instruction may be provided in several ways, including secondary vocational programs and community college technical degree or certificate programs.

The first step in designing a technical curriculum is to analyze one or more occupations to determine

- the tasks and activities performed by competent workers on the job
- the skills and knowledge workers need to perform these tasks
- the general skills, knowledge, traits, and attitudes necessary for employment success.

Instruction that reflects this information will help students compete for jobs in their chosen field.

Tech prep projects throughout Virginia have based their programs on occupational analysis. The method depends on local needs and circumstances, but at a minimum each results in lists of tasks and technical and employability skills. Methods include

- **DACUM (Developing A CurriculUM):** A panel of workers describes a single occupation (e.g., police officer) by writing tasks on cards and placing them on the wall. Adding, revising, rearranging, or discarding cards results in a picture of an occupation. A modified DACUM uses prepared cards which are edited by the panel.
- **Panel of Experts:** Experts in an occupational field (e.g., criminal justice) validate an existing task list and discuss "big picture" issues. Experts may be workers, managers, human resource specialists, or other industry representatives capable of predicting trends in employment, designing career paths, and determining standards of worker performance.

Although occupational analysis is primarily a local effort, tech prep project sites can validate lists generated in a different part of the state to begin their curriculum development process. Both secondary and postsecondary program designers and teachers can use occupational task lists and other employer information to update existing instruction, validate course content, and generate workplace applications in academic classes.

The collection of occupational analyses included in this guide are a part of the Health and Human Services cluster of occupations. Career clusters are the organizational basis for tech prep, as students begin early to explore a group of similar occupations, narrowing choices along the

educational path until they are highly qualified for a career specialty. For example, a student may begin by exploring hospitality occupations, decide to concentrate on food service, and pursue a career in dietetics.

Further information about the task lists published in this guide is available from the project directors:

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CRIMINAL JUSTICE.....



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WORKER TASK LIST

(Key to occupations: LE = Law Enforcement Officer, C = Corrections Officer, JD = Juvenile Detention Staff)

A. ENSURING SAFETY AND SECURITY

1. Patrol assigned area/make rounds. (LE, C, JD)
2. Complete log entries. (LE, C, JD)
3. Write inmate/arrestee observation reports. (LE, C, JD)
4. Conduct area/cell/vehicle/package/crime scene/accident scene searches. (LE, C, JD)
5. Inspect buildings/areas/packages for hazards. (LE, C, JD)
6. Control use of keys, tools, and supplies. (LE, CD, JD)
7. Conduct inventory search of property/vehicles/areas. (LE, C)
8. Monitor/control pedestrian/vehicle traffic. (LE, C)
9. Monitor entry into restricted areas. (LE, C, JD)
10. Make vehicle-/pedestrian-traffic stops. (LE, C)
11. Operate sobriety checkpoints. (LE)
12. Write Virginia traffic/parking/criminal summonses (noncustodial arrests). (LE)
13. Run record checks of people and vehicles. (LE, C)
14. Write reports. (LE, C)
15. Enforce court orders. (LE, C)
16. Monitor/control special events. (LE, C, JD)
17. Report/request assistance via radio or telephone. (LE, C)

B. CONDUCTING INVESTIGATIONS

1. Secure/protect accident/crime scene. (LE, C, JD)
2. Interview/interrogate suspects. (LE, C, JD)
3. Obtain search warrants. (LE)
4. Conduct personal searches. (LE, C, JD)
5. Conduct surveillance. (LE, C)
6. Collect evidence/maintain chain of evidence. (LE, C, JD)
7. Identify/locate witnesses/victims/suspects. (LE, C, JD)
8. Interview witnesses and victims. (LE, C, JD)
9. Develop/maintain sources of information. (LE, C, JD)
10. Record (photograph/sketch/film) crime scenes. (LE, C, JD)
11. Write incident/accident/crime reports. (LE, C, JD)
12. Write investigative progress reports. (LE, C)
13. Analyze evidence to determine probable cause. (LE, C)
14. Request support from other units when necessary. (LE, C, JD)

C. SECURING CUSTODY

1. Obtain arrest warrants/petitions. (LE, C, JD)
2. Make arrests. (LE, C)
3. Write arrest reports. (LE, C)
4. Apply restraints. (LE, C, JD)
5. Defend self/others. (LE, C, JD)
6. Testify at arraignments. (LE)
7. Prepare/present courtroom testimony in criminal/civil cases. (LE, C, JD)
8. Process arrestees/inmates. (LE, C, JD)
9. Photograph arrestees/inmates. (LE, C)
10. Fingerprint arrestees/inmates. (LE, C)
11. Process prisoners with disabilities. (LE, C, JD)
12. Transport arrestees/prisoners. (LE)
13. Release arrestees/prisoners/residents. (LE, C, JD)

D. SUPERVISING INMATES

1. Counsel inmates/residents. (C, JD)
2. Enforce rules/regulations/policies. (C, JD)
3. Assist inmates with job assignments. (C, JD)
4. Assist inmates with physical, emotional, or mental disabilities. (C, JD)
5. Supervise trusties. (C)
6. Supervise work forces. (C)
7. Check personal property/search for contraband. (C, JD)
8. Supervise recreation. (C, JD)
9. Supervise work release.
10. Supervise inmate/resident/special programs. (C, JD)
11. Obtain medical attention/refer for treatment. (C, JD)
12. Make sanitation inspections. (C, JD)
13. Maintain employee/inmate/facility security. (LE, C, JD)
14. Transport inmates/detained youths. (C, JD)
15. Complete classification forms. (C)
16. Monitor home electronic incarcerations. (LE, C)
17. Facilitate inmate/resident access to institutional/community services. (C, JD)

E. RESPONDING TO EMERGENCIES

1. Administer first aid/CPR. (LE, C, JD)
2. Mediate disputes. (LE, C, JD)
3. Request resources for assistance. (LE, C, JD)
4. Break up fights. (LE, C, JD)
5. Prevent escapes. (LE, C, JD)
6. Conduct suicide watches. (LE, C, JD)
7. Conduct/participate in hostage negotiations. (LE, C, JD)
8. Control riots. (LE, C, JD)

9. Operate emergency vehicles. (LE, C)
10. Coordinate evacuation of facility or area. (LE, C, JD)
11. Respond to crimes in progress. (LE, C, JD)
12. Apprehend suspects. (LE, C, JD)

F. MAINTAINING COMMUNITY RELATIONS/PREVENTING CRIME

1. Educate citizens regarding the elements of crime prevention. (LE, C)
2. Suggest legal methods individuals can use to protect their property/ensure their personal safety. (LE)
3. Suggest legal methods businesses can use to protect their property/ensure safety of personnel. (LE)
4. Refer citizens to community resources. (LE, C, JD)
5. Participate in community-oriented policing (COP) programs. (LE, C)
6. Activate citizen advisory committees/jail boards. (LE, C)
7. Participate in community service work. (LE, C)
8. Initiate community crime-prevention programs. (LE)
9. Cooperate with local/state/federal agencies. (LE, C, JD)
10. Deal with media representatives. (LE, C, JD)

SUPPLEMENTARY INFORMATION

TRAITS AND ATTITUDES OF SUCCESSFUL WORKERS

- | | |
|-------------------------|--|
| Positive work ethic | Professional behavior |
| Self-discipline | High ethical standards |
| Initiative | Positive appreciation of cultural diversity |
| Good physical condition | Ability to pass polygraph test/record check/
background investigation |

KNOWLEDGE, SKILLS, AND EDUCATION NECESSARY FOR SUCCESS

Knowledge

- | | |
|------------------------------------|--|
| Traffic laws | Crisis intervention techniques |
| Camera operation | ("verbal judo") |
| Interview/interrogation techniques | Signs of impending crisis or violent |
| Surveillance equipment | behavior |
| Constitutional rights | Emergency procedures |
| Laws of evidence | Programs for citizen education (e.g., TRIAD, |
| Fingerprinting equipment | Neighborhood Watch, school programs) |
| CCRE cards | Auxiliary/ride-along programs |
| Types of restraints | Safety precautions |
| Booking/release procedures | Community trust |

Victim advocacy
Local/state/federal laws
Criminal/civil liability
Constitutional safeguards/civil rights
issues

Resource conservation
Economic considerations
Agency policies/procedures

Skills

Map reading/direction
Observation
Use of communication devices
Driving
Ability to testify/prove probable cause
Defensive tactics
Crisis de-escalation
Firearms
Physical conditioning
Self-defense

Defense of others
Writing (spelling, grammar)
Speaking/listening
Nonverbal communication
Foreign language(s)
Critical thinking/analysis
Reasoning/problem solving
Common sense
Computer/other technologies

Education

4-year degree (Business Administration; Public Administration; Administration of Justice; liberal arts degree)
2-year degree + life experience (good work history, military service, etc.)
Practical experience (e.g., training center for mentally retarded, group home)
Knowledge of criminal justice system
Successful completion of courses such as the following:
English (baccalaureate level)
Psychology
Sociology
History
Math
Business
Economics
Government
Foreign language
Appropriate electives

TRENDS AFFECTING THE FUTURE OF CRIMINAL JUSTICE

Increase in older population
Increase in immigrant populations
Cultural diversity in the workplace
More violent offenders
No-parole policies
Harsher treatment of offenders
Individual property protection systems
Increase in community-based corrections
Inmate payment for custodial upkeep
Computer technology
The agency as a business
Increased educational requirements for employment
Employee contracts
Increased workloads
Civilian workers in jails
Auxiliary programs
Attendance by private citizens at criminal justice academies
Community college credit for completion of academy curriculum

PROTECTIVE SERVICES

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WORKER TASK LIST

(Key to occupations: J = Jail Officer, C = Correctional Officer, P/D = Police Officer/Deputy Sheriff,
P = Probation Counselor)

A. COMPLETING FORMS AND REPORTS

1. Complete log entries. (J, C)
2. Write incident reports. (J, C, P/D)
3. Complete classification forms. (J)
4. Record pertinent information on isolation areas. (J)
5. Complete vehicle logs. (J)
6. Fill in Adjustment Committee reports. (J)
7. Complete major/minor offense reports. (C)
8. Write inmate observation reports. (C)
9. Write serious incident reports. (C, P)
10. Complete complaint forms. (P/D)
11. Write offense/arrest reports. (P/D)
12. Complete affidavits. (P/D)
13. Complete accident reports. (P/D)
14. Write Virginia summonses. (P/D)
15. Initiate/complete search warrants. (P/D)
16. Complete petitions. (P)
17. Complete detention reports. (P)
18. Complete workload and intake reports. (P)
19. Prepare sentencing guidelines. (P)
20. Prepare postsentencing investigation reports. (P)
21. Prepare early release requests. (P)

B. ENSURING SECURITY/PERFORMING PATROL FUNCTIONS

1. Perform security checks both inside and outside facility. (J, C, P/D)
2. Maintain secure environment by making rounds in designated areas. (J, C)
3. Conduct area and cell searches. (J)
4. Maintain key and tool control. (J, C)
5. Patrol area. (P/D)
6. Make traffic stops. (P/D)
7. Make home/school visits. (P)
8. Visit community service providers. (P)
9. Verify employment. (P)
10. Implement/maintain home electronic monitoring. (P)
11. Operate sobriety checkpoints. (P/D)
12. Maintain courtroom security. (C, P/D)

13. Serve civil process. (P/D)

C. SUPERVISING INMATES/CLIENTS

1. Counsel inmates. (J, C)
2. Enforce rules, regulations, and policies. (J, C)
3. Make sanitation inspections. (J, C)
4. Transport inmates. (J, C)
5. Assist with job assignments. (J, C)
6. Check personal property/search for contraband. (J, C)
7. Supervise trustees. (J)
8. Supervise work forces. (J)
9. Supervise food services/laundry/mail. (J, C)
10. Supervise recreation. (J, C)
11. Supervise work release. (J)
12. Dispense medication. (J, C)
13. Obtain medical attention/refer for treatment. (J, C, P/D, P)
14. Supervise radio and telephone communications. (C)
15. Provide transportation and security. (P/D)
16. Provide counseling for clients and families. (P)
17. Interview probationer and family. (P)
18. Conduct urine screens. (P)
19. Obtain warrants for violations. (P)
20. Verify attendance at referred treatment. (P)
21. Develop special treatment program opportunities. (P)
22. Impose special instructions (e.g., curfew). (P)

D. SECURING CUSTODY

1. Make arrests. (J, P/D)
2. Process arrestees/inmates into the institution. (J, C)
3. Perform personal searches. (J, P/D)
4. Roll classifiable fingerprints. (J)
5. Apply restraints. (J)
6. Charge inmates under standards of conduct. (C)
7. Handle violent inmates. (C)
8. Defend self and others. (J, C, P/D)
9. Administer breath tests. (P/D)
10. Determine need for secure detention. (P)
11. Find detention space. (P)
12. File detention order. (P)
13. Issue PB 15s/"warrants" for probation/parole violations. (P)
14. Conduct hearings. (P)

E. CONDUCTING INVESTIGATIONS

1. Secure/protect crime scenes. (J, C, P/D)
2. Interview/interrogate suspects. (J, C, P/D)
3. Conduct searches: personal, area/object, cell, institutional, vehicle. (J, C, P/D)
4. Collect/package/label evidence. (J, C, P/D)
5. Identify and locate witnesses. (P/D)
6. Interview witnesses, victims. (J, C, P/D)
7. Develop/maintain informants. (P/D)
8. Photograph crime scenes. (P/D)
9. Testify in court/violation hearings. (J, C, P/D, P)
10. Complete social history investigations. (P)
11. Complete transfer investigations. (P)
12. Conduct intake investigations. (P)
13. Investigate probation/parole violations. (P)

F. RESPONDING TO EMERGENCIES

1. Administer first aid/CPR. (J, C, P/D)
2. Break up fights. (J, C, P/D)
3. Mediate disputes. (J, C, P/D)
4. Prevent escapes. (J, C, P/D)
5. Conduct suicide watches. (J, C)
6. Conduct/participate in hostage negotiations. (J, C, P/D)
7. Control riots. (J, C, P/D)
8. Operate emergency vehicles. (P/D)
9. Coordinate actions with other jurisdictions. (P/D)
10. Communicate by radio. (P/D)
11. Conduct crisis interventions. (P)
12. Provide 24-hour intake. (P)

G. MAINTAINING COMMUNITY RELATIONS/PREVENTING CRIME

1. Operate CDI. (J)
2. Operate work release. (J)
3. Operate work force (chain gang). (J)
4. Manage electronic home incarceration. (J)
5. Make referrals to community-based corrections programs. (J)
6. Recommend changes/revisions to policies/procedures. (J)
7. Participate in job fairs. (C)
8. Report crimes. (C)
9. Assist local/state law enforcement agencies. (C)
10. Protect community from convicted felons. (C)
11. Keep up with training and issues related to job. (C)
12. Follow up on referrals. (C)
13. Perform public speaking. (P/D)

14. Initiate crime prevention programs. (P/D)
15. Deal with media. (P/D)
16. Conduct ride-along and reserves programs. (P/D)
17. Maintain citizen police academy. (P/D)
18. Refer cases. (P)
19. Develop good relations with other agencies. (P)
20. Develop resources. (P)
21. Participate in community service work. (P)

SUPPLEMENTARY INFORMATION

KNOWLEDGE AND SKILLS NECESSARY FOR SUCCESS

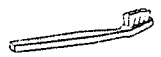
- | | |
|--|--|
| <ul style="list-style-type: none"> Grammar, punctuation Reading skills Writing skills Communication skills Office management skills Basic computer/keyboarding skills Interview techniques “People” skills Knowledge of Virginia Code Record checks Minimum Standards Department SOP Observation skills Conflict management/defusing skills Management skills Supervisory skills Knowledge of physical makeup of unit or area Knowledge of pre-crisis indicators Traffic laws Defensive driving Officer safety Map reading Interpersonal communication <ul style="list-style-type: none"> English Foreign language(s) Sign language Understanding cultural diversity Investigation techniques | <ul style="list-style-type: none"> Contraband control Record keeping Problem solving First responder techniques Search techniques Urine screening techniques Medication security Case management techniques Levels of supervision Physical dexterity Laws of arrest Booking procedures Fingerprinting techniques Officer safety Use of force issues Special enforcement problems Constitutional law (4th, 5th, 6th, 8th, 14th amendments) Search and seizure laws Inmate/officer relations Chain of evidence DNA Laws of evidence Basic photography Basic accounting Police ethics Case preparation for court DOC goals and mission Community relations issues |
|--|--|

First aid/CPR certification
Training/certification in use of weapons,
restraining devices, defensive tactics,
chemical munitions
Negotiation techniques
Riot control techniques/formations
Crime scene control procedures
Crisis intervention techniques

Ethics
Public/media relations skills
Instructional skills
Drug identification
Security precautions
Civil laws
Civil liability

DENTAL ASSISTANT

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Worker Task List 19
Supplementary Information 21

WORKER TASK LIST

A. PERFORMING ADMINISTRATIVE FUNCTIONS

1. Schedule dental appointments.
2. Greet dental patients on arrival.
3. Pull and file patient charts.
4. Prepare new patient charts.
5. Schedule patients for specialty treatments.
6. File insurance forms and claims.
7. Collect payments.

B. ASSISTING PATIENTS WITH PHYSICAL AND PSYCHOLOGICAL NEEDS

1. Use conversational techniques to calm patients and gain their trust.
2. Assist physically handicapped patients.
3. Explain procedures to be performed.
4. Encourage acceptance of dental treatment.
5. Control physical movements of patients.

C. RECORDING PATIENT DATA

1. Update health history.
2. Check vital signs.
3. Record any unusual physical findings.
4. Chart and record treatment plan.

D. PERFORMING INFECTION-CONTROL TECHNIQUES

1. Comply with state and federal regulations.
2. Wear protective barriers.
3. Cover dental equipment with protective barriers.
4. Disinfect treatment areas.
5. Scrub and sterilize instruments.
6. Dispose of contaminated waste in compliance with OSHA regulations.
7. Maintain aseptic chain.
8. Compile and update infection-control manual.

E. EDUCATING PATIENTS

1. Instruct patients in oral hygiene techniques.
2. Answer patient questions regarding treatment plan.
3. Promote patients' awareness of latest dental techniques.
4. Instruct patients in postoperative care.

F. PERFORMING RADIOLOGICAL PROCEDURES

1. Prepare patients for radiograph.
2. Prepare radiograph equipment.
3. Execute radiograph exposure.
4. Process radiograph film manually or automatically.
5. Mount and identify radiograph.
6. Answer patients' questions regarding radiological procedures and safety.

G. ASSISTING WITH CHAIRSIDE PROCEDURES

1. Prepare instruments and materials for procedures according to state regulations.
2. Seat and position patients.
3. Provide clear field of vision for dentist.
4. Perform oral evacuation techniques.
5. Pass and retrieve instruments.
6. Mix/place dental materials.
7. Fabricate and seat temporary crown and bridge.
8. Take dental impressions according to current state regulations.
9. Assist in patient comfort.
10. Dismiss dental patients.
11. Maintain asepsis during patient treatment.
12. Monitor use of NO₂ (nitrous oxide).

H. PERFORMING LAB RESPONSIBILITIES

1. Pour up and trim diagnostic casts.
2. Fabricate custom trays for denture impressions.
3. Record laboratory data.
4. Package cases for routing to commercial laboratory.

I. MAINTAINING INVENTORY CONTROL

1. Devise inventory control system.
2. Monitor dental supply needs.
3. Order and maintain supply level.
4. Compile and maintain Material Safety Data Sheets.

J. MAINTAINING EQUIPMENT AND OFFICE

1. Clean evacuation system.
2. Lubricate and maintain dental handpieces.
3. Clean and maintain radiograph processors.
4. Monitor and clean sterilization equipment.
5. Clean dental lab plaster trap.
6. Maintain clean office environment.

K. PURSUING CONTINUING PROFESSIONAL EDUCATION

1. Participate in professional organizations.
2. Maintain current CPR certification.
3. Acquire approved continuing education credits.
4. Read professional journals.
5. Speak to civic/community groups.
6. Attend educational courses and professional meetings.

L. HANDLING EMERGENCIES

1. Follow office dental emergency procedures.
2. Monitor patient for adverse reactions to anesthesia.
3. Observe and respond to patients who show signs of nausea and syncope.
4. Recognize signs of dental emergency (swelling, fractured tooth, etc.).
5. Follow office procedures to ensure staff and patient safety.

SUPPLEMENTARY INFORMATION

TRAITS AND ATTITUDES OF SUCCESSFUL WORKERS

Outgoing personality	Attention to details
Ability to function as a team worker	Coordination/fine motor skills
Dependability	Dexterity
Professional demeanor	Diplomacy
Professional appearance	Confidentiality
Self-motivation	Sense of humor
Patience	Compassion
Communication skills	Versatility
Observation skills	

KNOWLEDGE AND SKILLS NECESSARY FOR SUCCESS

Tools and Equipment

Computer with modem	Curing lights
Multiple-line phone system	Autoclave
Fax machine	Chemclave
X-ray machine/automatic and manual processors	Dryclave
Panorex/CEPH	Ultrasonic unit
Amalgamator	Intraoral camera

Instruments

Mirror/explorer setup
Scalers (hand and ultrasonic)
Amalgam setup
Extraction setup
Endodontic setup

Surgical setup
Resin setup
Crown/bridge setup
Syringe
Pre-extractors

Specialty Instruments

Orthodontic setup
Oral surgery setup
Periodontics setup

Pediadontic setup
Prosthodontics setup

Future Trends/Technology Advances

Intraoral camera
Lasers replacing handpieces
Vaccines for decay/periodontal disease
Dental implants

Sealants
TMJ treatment
Increase in bonding, bleaching, cosmetic dentistry

Health/Safety

Disposable equipment
Separation of waste
Staff health/safety consciousness
HIV post-exposure testing for staff
Needle stick protocol
Infection-control manual

MSDS tracking
Documented training for staff
Yearly OSHA update (increasing paperwork)
Uniform laundering on premises or change clothes

Ethical Issues

Conflict with dentist
Patient confidentiality
Colleagues or doctor who may disregard rules and regulations of profession or use improper procedures
Malpractice suits

DENTAL HYGIENIST ..



Worker Task List	25
Supplementary Information	27

WORKER TASK LIST

A. PERFORMING PATIENT ASSESSMENT AND TREATMENT PLANNING

1. Obtain medical history.
2. Obtain dental history.
3. Check vital signs.
4. Perform extraoral inspections.
5. Assess temporomandibular joint dysfunction.
6. Perform intraoral inspections.
7. Perform dental charting.
8. Identify deviate swallowing patterns.
9. Perform occlusal evaluations.
10. Perform periodontal evaluations.
11. Take intraoral and extraoral photographs.
12. Evaluate calcareous deposits.
13. Evaluate soft deposits.
14. Evaluate stains.
15. Develop dental hygiene treatment plans.
16. Perform nutritional evaluations.

B. PERFORMING ORAL PROPHYLAXIS

1. Locate supragingival and subgingival deposits.
2. Remove supragingival and subgingival deposits using anterior and posterior scalers.
3. Remove supragingival and subgingival deposits using anterior and posterior curets.
4. Remove deposits with ultrasonic devices.
5. Perform root planing procedures.
6. Irrigate sulcus/pockets.
7. Remove stains by using prophylaxis angle.
8. Remove stains by air polishing.
9. Apply pit and fissure sealants.
10. Clean surfaces of teeth with dental floss, tape, or polishing strips.
11. Clean removable appliances.
12. Place synthetic fibers in periodontal pockets.

C. PERFORMING CLINIC SUPPORT PROCEDURES

1. Maintain equipment and operatory.
2. Disinfect equipment with chemicals.
3. Sterilize instruments with dry heat.
4. Sterilize instruments with moist heat.
5. Sharpen instruments.
6. Prepare patient for treatment.

7. Perform aseptic technique.
8. Clean and disinfect operator.
9. Position patient/operator.
10. Scrub hands.
11. Assist in dental examination procedures.
12. Evacuate oral cavity using high-speed suction.
13. Evacuate oral cavity using saliva ejector.
14. Dismiss patient.
15. Prepare tray set up.

D. APPLYING TOPICAL MEDICINAL AGENTS

1. Apply desensitizing agent.
2. Apply liquid-type topical fluoride.
3. Apply gel-type topical fluoride.

E. EDUCATING PATIENTS

1. Instruct patients in oral hygiene techniques.
2. Explain postoperative instructions to patients.
3. Provide nutritional counseling.
4. Develop individualized patient education programs.
5. Instruct patients on prophylactic antibiotic.
6. Use phase microscopy to instruct patients on plaque.
7. Provide care and instructions to patients with special needs.

H. PERFORMING BUSINESS OFFICE PROCEDURES

1. Maintain an active recall system.
2. Maintain inventory control of hygiene supplies.
3. Order hygiene supplies.
4. Maintain patient records.
5. Enter and retrieve data on computer.
6. Maintain separate patient financial and treatment records.
7. Receive patients and visitors.
8. Place and receive telephone calls.
9. Maintain daily log system of ledger services.
10. Collect fees for dental services.
11. Issue receipts.
12. Prepare bank deposits.

I. PERFORMING EMERGENCY PROCEDURES

1. Retrieve broken instruments.
2. Assist in and/or administer first aid for dental emergencies.
3. Assist in and/or administer first aid for medical emergencies.

J. PERFORMING INFECTION-CONTROL PRACTICES/TECHNIQUES

1. Comply with state and federal regulations.
2. Maintain personal safety and hygiene.
3. Compile and update infection-control plan.
4. Wear personal protective equipment.
5. Cover dental equipment with protective barriers.
6. Disinfect treatment areas.
7. Scrub and sterilize instruments.
8. Dispose of waste materials in compliance with OSHA regulations.
9. Maintain aseptic chain.
10. Maintain OSHA records.
11. Maintain MSDSs.

K. PURSUING CONTINUING PROFESSIONAL EDUCATION

1. Participate in professional organizations.
2. Maintain current CPR certification.
3. Acquire approved continuing education credits.
4. Read professional journals.
5. Speak to civic/community groups.

SUPPLEMENTARY INFORMATION

TRAITS AND ATTITUDES OF SUCCESSFUL WORKERS

Professionalism	Good communication skills
Dexterity	Good personal hygiene and grooming
Outgoing personality	Tact
Desire to help others	Attention to details
Patience	Thoroughness
Understanding/empathy	Neatness
Thorough occupational knowledge and preparation	Diplomacy

KNOWLEDGE AND SKILLS NECESSARY FOR SUCCESS

Tools and Equipment

Scalers	Prophy jet
Curets	Titan scaler
Mirror/explorer	Prophy angle
Probe	Curing light
Cavitron	X-ray equipment

Rinn devices
Cavimed

Irrigator

Future Trends/Technology Advances

Preventive dentistry

Cosmetic dentistry

Implants

Intraoral cameras becoming more commonly used

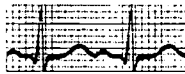
Changes in regulatory climate, possibly permitting dental hygienists in Virginia to perform tasks such as administering anesthesia

“Jiffy-lube” teeth cleaning, i.e., quick and easy accessibility to dental hygiene care

Teeth cleaning plans/packages for families/couples (increased marketing of dental hygiene)

Phase microscopy (already in use by some practices) to show plaque to patients

DIAGNOSTIC MEDICAL SONOGRAPHER



Worker Task List.....	31
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WORKER TASK LIST

A. MAINTAINING PATIENT AND DEPARTMENT RECORDS

1. Maintain patient file of diagnostic sonograms (i.e., jackets).
2. Maintain daily log of patients and procedures (including computer log on/off).
3. Maintain files of items such as correspondence, publications, and regulations.
4. Maintain quality assurance records (e.g., pathology, biopsy, post-operative reports).
5. Forward sonograms and reports to physicians.
6. Process loans of sonograms.
7. Prepare supply requests.
8. Prepare and submit maintenance requests.
9. Schedule exams and special procedures.

B. PERFORMING EMERGENCY PROCEDURES

1. Give artificial ventilation to a patient.
2. Give cardiopulmonary resuscitation to a patient with cardiac arrest.
3. Provide first aid for external hemorrhage.
4. Provide first aid for a victim of shock.
5. Provide first aid for a person who has fainted.
6. Handle a patient with a spine or skull injury.
7. Provide first aid for a convulsing patient.
8. Provide assistance for a vomiting patient.
9. Prepare for venipuncture.
10. Maintain emergency supply inventory.
11. Dispense emergency supplies.

C. PERFORMING PATIENT CARE SERVICES

1. Transfer patient from wheel chair or stretcher to ultrasound table.
2. Turn patient in bed.
3. Take patient's blood pressure, pulse, and respiration.
4. Monitor electrocardiogram.
5. Regulate intravenous infusion.
6. Administer oxygen.
7. Insert and remove oral airway.
8. Maintain emergency supply cart.
9. Scrub patient's skin.
10. Record symptoms of abuse and neglect.
11. Apply infection control techniques following Center for Disease Control guidelines.
12. Interview patient and record medical history.
13. Instruct patient prior to sonographic examination.
14. Explain procedures to patient at time of procedure.

15. Position patient for testing.
16. Apply post-examination procedures.

D. PERFORMING ULTRASOUND PROCEDURES

1. Perform b-mode sonograms.
2. Perform m-mode sonograms.
3. Perform real time imaging.
4. Perform doppler sonograms.
5. Calibrate ultrasound equipment.
6. Adjust image quality.
7. Record image (paper, film, videotape, etc.).
8. Load and unload ultrasound film cassettes.
9. Process film.
10. Complete routine documentation associated with a typical ultrasound department.
11. Code film for identification.
12. Prepare report of results for physicians.
13. Perform portable ultrasound procedures.

E. PERFORMING SUPPORT SERVICES

1. Prepare trays for special examinations.
2. Clean sonographic facilities and equipment.
3. Set up sterile equipment and supplies.
4. Put on and remove sterile gown, mask, and gloves.
5. Wash hands.
6. Perform quality control checks of sonographic equipment.
7. Troubleshoot problems with equipment.
8. Maintain stock in examining rooms.

F. PERFORMING LEGAL AND ETHICAL FUNCTIONS

1. Prepare safety and accident reports.
2. Obtain written consent from patient to perform invasive procedures.
3. Report symptoms of abuse and neglect.
4. Maintain confidentiality of patient records.
5. Fulfill professional responsibilities to patients, physicians, and coworkers.

SUPPLEMENTARY INFORMATION

TRAITS AND ATTITUDES OF SUCCESSFUL WORKERS

Determination	Professional appearance
Sense of humor	Creativity/flexibility
Positive attitude	Willingness to question authority
Good judgment	Patience
Independence	Receptiveness to change/criticism
Decisiveness	Willingness to accept illness in all forms
Competence	Willingness to perform aide functions
Composure	Lack of squeamishness
Compassion	

KNOWLEDGE AND SKILLS NECESSARY FOR SUCCESS

Skills

Communication skills	Adaptability/ability to improvise
Ability to lift heavy weights	Quality management skills
Stress management techniques	Telephone skills/ability to retrieve patient information from different parts of hospital
Depth perception	Machine manipulation/mechanical skills
Language manipulation (ability/willingness to use foreign language, sign language, slang, body language as applicable)	Ability to deal with difficult personalities
Time management skills	Decision-making skills

Knowledge	
Psychology (including child psychology)	Principles of machine functioning
Pharmacology	Crisis/emergency procedures (fire, bomb threats, etc.)
Legal rights of sonographers	Basic tool use
Body mechanics	Understanding of chain of command
Finance/budgeting	Understanding of importance of continuing education requirements and opportunities
Cost control	
Clerical operations	

Equipment/Software

Computer with monitor	Beeper
Application software	Teleradiography equipment
VCR	Electric bed
Laser camera	IV pump
Film processor	Oxygen pump
Color camera	Suction
Typewriter	Heart monitor
Calculator	Transducer
Telephone	Film copier
Fax	Photocopier

TRENDS IN THE INDUSTRY

- Increase in use of ultrasound procedures
- Decrease in patient cost because ultrasound is replacing surgical and other invasive procedures
- Increased need for versatile employees who integrate skills from different departments through cross-training
- Awareness of cultural diversity
- Downsizing (therefore, less job security)
- Hospitals becoming more business (i.e., profit) oriented rather than service oriented
- Increase in temporary/part-time employment
- Increase in malpractice suits
- Increasing female domination of field
- High burnout/increased stress
- Increased government intervention
- Increased establishment of specialized imaging centers, separate from hospitals
- Equipment becoming smaller, more portable
- Emerging use of CD-ROM technology
- Emerging use of teleimaging technology

CERTIFICATION/PROFESSIONAL ASSOCIATIONS

- ARDMS (American Registry of Diagnostic Medical Sonographers): national certifying agency
- Written certification tests given in two areas: (1) Physics (abdomen, ob/gyn, neuro, cardiac, or vascular); (2) Sonography specialty (abdomen, ob/gyn, echo [adult or pediatric], vascular, neuro)
- Maintenance of certification: 30 continuing education points in three years, plus yearly fee to ARDMS. Certification points earned through ARDMS, AIUM, SDMS, SVT, etc.

CORE COMPETENCIES IN COMMUNICATION AND MATH

Communication

- Use medical terminology (including interdepartmental variations).
- Interpret and integrate current literature into job performance.
- Write correspondence (memos, letter, faxes).
- Communicate by telephone.
- Compile patient history reports (brief note format).
- Interpret patient reactions (verbal and nonverbal) to procedures.
- Communicate with patients of different ages, different personalities, and different educational backgrounds.
- Communicate verbally with families, coworkers, and physicians.
- Interact at meetings.
- Practice listening skills when interacting with patient, family, physician, and administrators.
- Practice listening skills when monitoring ultrasound equipment.
- Conduct inservice presentations.
- Speak to tour groups and other visitors to the unit.

Math

- Perform basic calculations.
- Apply knowledge of frequencies (e.g., inverse properties) as related to depth, penetration, PRS, etc.
- Calculate differences in pressure, using fractions.
- Measure/change/calculate angles.
- Describe images in terms of shapes and volume.
- Calculate velocities.
- Calculate due dates, volumes, and indexes.
- Interpret charts and graphs.
- Perform calculations and measurements using metric system.
- Read monitors and meters.

EDUCATION AND CAREERS

Entry-Level (High School Diploma)

No jobs in sonography at this level. Students may select a health-related position in areas such as the following to gain insight into the health field:

- Transport
- Reception
- OR Technician
- LPN

Middle-Level (Community College Certificate/Degree)

- Radiology Technologist (2-year associate degree)
- Registered Nurse (2-year associate degree)

Sonographer (requires one year beyond one of the above two associate degrees; to be a *certified sonographer* requires the further step of passing ARDMS written tests.)

Advanced-Level (Baccalaureate Degree +)

Sonographer (requires a Bachelor of Science Degree with major in sonography [4-year degree])

Supervisor of Sonography Department (may or may not require additional education, but does require extensive experience as a sonographer)

Salary Range

Entry level radiology technologist: \$20,000—\$25,000

Radiology technologist with certification in DMS: increase of approximately 10%

Experienced sonographer in university setting: \$50,000—\$60,000

MEDICAL OFFICE ASSISTANT



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WORKER TASK LIST

A. DELIVERING PATIENT CARE

1. Assist with care of patient in isolation.
2. Apply universal precautions.
3. Assist with gyn examinations.
4. Irrigate ear.
5. Flush the eye.
6. Catheterize urinary bladder.
7. Set up sterile trays/fields.
8. Perform initial assessments.
9. Prepare and administer medications.
10. Perform basic first-aid.
11. Maintain equipment and supplies.
12. Assist with admission, discharge, and transfer.
13. Assist with care of orthopedic patients.
14. Interview patients to complete medical history forms.
15. Assist with minor surgical procedures.
16. Provide patient education.
17. Prepare patients for examination.

B. HANDLING INFORMATION SYSTEMS

1. Precertify admissions or surgical procedures (for insurance authorization).
2. Determine appropriate service and diagnostic coding (CPT, ICD-9).
3. Verify patient insurance coverage.
4. Complete insurance forms.
5. Enter patient demographics.
6. Compose and type business correspondence.
7. Transcribe dictated correspondence.

C. PERFORMING LABORATORY/DIAGNOSTIC TESTING

1. Collect specimens.
2. Perform vital capacity test.
3. Administer incentive spirometry.
4. Assist with sigmoidoscopy.
5. Perform dermal puncture.
6. Obtain blood for PKU test.
7. Determine hematocrit.
8. Determine blood sugar.
9. Determine hemoglobin.
10. Obtain venous blood samples.

11. Obtain throat culture.
12. Stain bacteria smears with Gram stain.
13. Centrifuge specimens.
14. Perform quality control on instruments and document results.
15. Perform test for colon cancer screen (Hemocult).
16. Determine color vision acuity by Ishihara method.
17. Obtain a standard 12-lead EKG (ECG).
18. Pack and ship specimens to reference laboratories.
19. Determine erythrocyte sedimentation rate (ESR).
20. Prepare/stain blood smear for differential WBC count (Wright's).
21. Plate bacterial culture on growth media.
22. Determine urine specific gravity.
23. Process urine specimens for microscopic examination.
24. Perform chemical analysis of urine specimens.
25. Perform Clinitest on pediatric urine.

D. INTEGRATING MEDICAL/LEGAL/ETHICAL PRINCIPLES

1. Maintain/update OSHA manuals.
2. Document information in patients' charts.
3. Develop/utilize consent forms.
4. Release medical information.
5. Maintain personnel policy and procedure manual.

E. HANDLING FINANCIAL SERVICES

1. Bill patients.
2. Discuss payment issues.
3. Monitor/process accounts payable.
4. Process payroll.
5. Set-up patient accounts.
6. Prepare itemized statements.
7. Write checks.
8. Record charges and credits.
9. Compose collection letters.
10. Prepare deposit slips.
11. Reconcile bank statements.

F. PERFORMING ADMINISTRATIVE OFFICE FUNCTIONS

1. Analyze services each month.
2. Design/provide marketing materials.
3. Inventory supplies.
4. Answer the phone.
5. Schedule appointments.
6. Process payments.

7. Calculate charges on charge slips.
8. Initiate charge slips.
9. Obtain preliminary patient information.
10. Open/close office.
11. Receive and document phone messages.
12. Make referrals by phone.
13. Assemble/disassemble patient charts.
14. Greet patients and give directions.
15. File folders or cards alphabetically/numerically.

SUPPLEMENTARY INFORMATION

TRAITS AND ATTITUDES OF SUCCESSFUL WORKERS

Emotional stability	Interest in work at hand
Willingness to accommodate patients	Desire to serve patient
Ability to recognize difficulties/barriers encountered by patients	Alertness
Positive attitude	Responsiveness
Confidentiality regarding patients	Positive attitude/body language
Ability to communicate objectively	Ability to anticipate needs
Ability to apply professional code of conduct	Initiative
Professional appearance	Critical thinking skills
Professional behavior	Ability to function as a team player
Punctuality	Willingness to learn/change
Dependability	Telephone etiquette
Thoroughness	Self-motivation
Trainability	Adaptability
	Ability to handle stress
	Mature behavior

KNOWLEDGE AND SKILLS NECESSARY FOR SUCCESS

Legal/medical/ethical principles/issues	Basic CPR, Class C certification
Business etiquette	Symptoms of
Telephone skills	cardiac distress
Communication skills	abdominal distress
Foreign language	respiratory distress
Writing skills	diabetic distress
Spelling skills	Fundamental radiological positioning
Medical terminology	Basic immunization
English composition	Pharmacology
Vital signs measuring skills	Injections techniques
Body mechanics	Basic health care plans

ICD-9 and CPT coding
Super bills, fee tickets
Local/state federal regulations regarding
 personnel
 hiring/terminating employees
 sexual harassment
 ADA
Identifying resources
Current health care trends/issues
Basic anatomy
Metrics

Business math/statistics
Basic business principles
Sterile vs. unsterile concepts
Reference ranges for lab results and vital
 signs
Legal implications of specimen collection
Regulations regarding release/distribution
 of information
Venipuncture and dermal puncture
Charting techniques
Transcription skills

EQUIPMENT, TOOLS, SUPPLIES

Oxygen equipment
Portable suction unit and catheters
Snellen chart
Titmus
Audiogram
EKG equipment
Hemocue
Glucometer/Accucheck
Centrifuge
TS meter/refractometer
Transcription equipment
Autoclave

Microscope
Medical instruments
Blood pressure cuff
Ear thermometers
Sigmoidoscopy
Wheelchair
Computer
Telephone
Biohazard supplies
FAX machine
Copy machine
Calculator
Weight scale

FUTURE TRENDS

Possible extension of delivery into home
Integration of MOA into established office
Decentralization
Employment by business instead of by physician
Increased patient focus

FIRE MEDIC



Worker Task List..... 45

WORKER TASK LIST

A. PERFORMING MANAGEMENT FUNCTIONS

1. Develop/implement planning, budgeting, and purchasing procedures.
2. Maintain records.
3. Manage human resources.
4. Ensure compliance with state and federal rules, regulations, and statutes.
5. Develop/administer department policies and standard operating procedures.

B. PREVENTING EMERGENCIES

1. Implement safety inspections.
2. Review/enforce codes.

C. PERFORMING TRAINING FUNCTIONS

1. Perform preplanning functions.
2. Assess needs.
3. Develop/implement training programs.
4. Evaluate training effectiveness.

D. PERFORMING PUBLIC RELATIONS/EDUCATION FUNCTIONS

1. Maintain rapport with news media.
2. Participate in cooperative efforts with other agencies.
3. Participate in station visitation programs.
4. Set up/implement educational programs.
5. Communicate with public by phone and in person.

E. PERFORMING PRE-INCIDENT INSPECTION

1. Manage cleanliness/maintenance of equipment and station.
2. Maintain inventory.

F. SIZING UP THE INCIDENT

1. Identify potential hazards to people, property, environment.
2. Identify need for additional resources.

G. PERFORMING SAFETY FUNCTIONS

1. Assure equipment safety.
2. Assure personnel safety.
3. Assure incident safety.
4. Perform incident command functions.

H. ACCESSING, EXTRICATING, AND RESCUING THE VICTIM

1. Determine accessibility.
2. Remove victim from incident.

I. STABILIZING THE INCIDENT/PATIENT

1. Remove/contain hazards.
2. Treat patient.
3. Transport patient.

J. CONSERVING LIFE, PROPERTY, AND ENVIRONMENT

1. Prevent further injury.
2. Prevent further loss.

K. INVESTIGATING THE EMERGENCY

1. Determine origin of incident.
2. Determine cause of incident.

L. ANALYZING THE EMERGENCY AND RECOMMENDING CHANGE

1. Perform prospective, concurrent, and retrospective analysis.
2. Review procedures.
3. Make recommendations.

PARKS AND RECREATION MANAGER



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WORKER TASK LIST

A. PERFORMING RESEARCH AND DEVELOPMENT FUNCTIONS

1. Analyze recreational needs and resources of customers.
2. Research trends in the field.
3. Develop policies and procedures.
4. Develop diverse programs for groups and individuals.
5. Provide opportunities for leisure education and recreational learning.
6. Develop recreational programs to meet special needs of individuals and communities.
7. Analyze environmental impact of programs.
8. Perform cost-benefit analyses.
9. Acquire/develop/preserve facilities and natural resources.
10. Market programs and services.

B. DELIVERING PROGRAMS AND SERVICES

1. Coordinate resources (staff, facilities, materials, equipment, funding).
2. Accommodate needs, interests, and abilities of individual customers.
3. Accommodate self-directed activities.
4. Provide structured activities (cultural, social, sporting, etc.).
5. Encourage participants to develop new skills and interests.
6. Promote/advertise programs and services.
7. Evaluate programs and services and implement changes.
8. Organize fund-raising activities.

C. PERFORMING ACCOUNTING AND DOCUMENTATION FUNCTIONS

1. Manage fiscal resources.
2. Collect and account for fees and charges.
3. Prepare records and reports.
4. Quantify participation.
5. Document compliance with local, state, and federal regulations.
6. Maintain staff time schedules.

D. PERFORMING MAINTENANCE AND OPERATION FUNCTIONS

1. Schedule maintenance and use of facilities.
2. Receive, store, and issue equipment and supplies.
3. Operate and maintain equipment.
4. Construct and maintain facilities and displays.
5. Patrol facilities to detect damage and take appropriate action.
6. Maintain department systems, policies and procedures, and manuals.
7. Enforce facility policies and procedures.

E. PERFORMING COMMUNITY RELATIONS FUNCTIONS

1. Conduct customer orientation.
2. Provide customer service in person, in writing, and by phone.
3. Develop public/private partnerships.
4. Provide customer satisfaction.
5. Work with community groups to determine recreational and environmental interests and needs.

F. MANAGING PERSONNEL

1. Recruit and select paid and unpaid personnel.
2. Train and provide professional development for staff.
3. Assign duties to staff.
4. Prepare work schedules.
5. Oversee/evaluate performance of staff.
6. Comply with government regulations regarding personnel.

G. PERFORMING COOPERATIVE FUNCTIONS

1. Transmit and receive interagency and intra-agency information via bulletin board, e-mail, memoranda, meetings, etc.
2. Work in teams with administrative or other professional personnel.
3. Conduct programs and events in cooperation with other staff members.

H. PERFORMING RISK MANAGEMENT FUNCTIONS

1. Enforce safety guidelines for programs, operations, and personnel.
2. Follow emergency procedures.
3. Monitor activity and work areas for safety hazards.
4. Follow basic first-aid procedures.
5. Ensure compliance with rules, regulations, and laws.
6. Communicate risk factors to customers and staff.
7. Anticipate and prevent unsafe situations.

SUPPLEMENTARY INFORMATION

TRAITS AND ATTITUDES OF SUCCESSFUL WORKERS

Motivation	Willingness to learn
Maturity	Initiative
Dependability	Team orientation
Pride	Ability to follow directions
Tenacity	Adaptability
Self-esteem	Positive thinking

Ability to be a self-starter
Punctuality
Honesty
Personable manner
Professional demeanor
Patience
Courtesy
Ability to take criticism
Enthusiasm
Appreciativeness
Energy
Competence

Good personal grooming
Professional appearance
Flexibility
Willingness to be accountable for actions
Cheerfulness
Loyalty
Respectfulness
Cooperative manner
Ability to set priorities
Understanding of differences
among people

KNOWLEDGE AND SKILLS NECESSARY FOR SUCCESS

Knowledge

Trends in the field
Occupational laws/regulations (OSHA, FLSA, etc.)
Company/agency structure/operation
Cultural diversity

Skills

Research skills	Interpretation skills (language and body language)
Communication skills	Graphics
Managerial skills	Word processing skills
Critical thinking	Computer skills basic to programs
Listening skills	Organizational skills
Customer service skills	Proofreading
Telephone skills	Grammar
Writing skills	Spelling
Notetaking accuracy	Public relations skills
Math skills	Time management

PROFESSIONAL AFFILIATIONS AND CERTIFICATIONS

Virginia Recreation and Parks Society
American Red Cross (swimming, CPR, first-aid, canoeing, babysitting, etc.)
Certified Leisure Professional (CLP)
Certified Therapeutic Recreational Specialist (CTRS)
Other (aerobics, law enforcement/ranger, water plant operation, commercial driver's license, pool operator's license, etc.)

EQUIPMENT

Personal computer and peripherals
Photocopier
Telephone and fax
Answering machine/voice mail
Tape recorder
Audiovisual equipment
Laminator
Calculator
Typewriter
Three-hole punch
Paging systems
Stereo system
Public address system

Megaphone
Adaptive equipment for the disabled
Sports equipment
Maintenance equipment (lawn mowers, trimmers, shovels, etc.)
Lighting systems (for dramatics)
Housekeeping equipment (waxers, buffers, etc.)
Various hand and power tools
Video camera
Still camera
Firefighting equipment
Welding equipment

CORE COMPETENCIES IN COMMUNICATIONS AND MATH

Communications

Write notes from meetings.
Log telephone transactions.
Compose memos.
Perform telephone communications.
Practice listening skills.
Interpret and follow directions.
Use standard etiquette.
Present information orally.
Interview customers.
Ask clear, concise questions.

Create a sequence of operation.
Justify purchases.
Use negotiation skills.
Make presentations.
Interpret technical literature.
Interpret product/service specifications.
Proofread own and others' work.
Compose business letters.
Prepare technical reports.

Mathematics

Perform basic math calculations.
Convert units of measurement.
Calculate weight of objects.
Calculate percentages.
Calculate time and distance.

Construct and interpret graphs/data tables.
Calculate material dimensions.
Estimate material quantities.
Interpret statistics.

CAREER LADDER

With high school diploma

Camp counselor

Recreation/park aide

Lifeguard

Concession employee

Van driver

Laborer (grounds maintenance, set-up/take-down, construction)

Information services (tour guides, park contact station attendant, etc.)

Parking lot attendant

Clerical assistant

With community college degree in recreation

Recreational leader (entry level)

Park caretaker

Recreational support assistant

With bachelor's degree

Recreational specialist

Recreational supervisor

SECONDARY SCHOOL COURSEWORK

Life skills

Psychology

Field experience (e.g., coop)

DECA/Junior Achievement

Sports

Games

Drama

Arts and crafts

Social activities

Public speaking

Leadership

Writing

Problem solving

Conflict resolution

Work ethics

Drafting

Carpentry

Plumbing

Basic math

Earth sciences

Personal health

Computer (databases, word processing, data entry)

Cash register operation

First-aid

Child development

Exposure to other cultures (cultural understanding, tolerance, foreign languages, etc.)

American Red Cross courses

Oral group skills (e.g., for leading walking tours)

FUTURE TRENDS

Occupational certification	Impact of Fair Labor Standards Act
Occupational title change (upgrade)	Changes in society (e.g., single parents, step families, alternative life styles, etc.)
Electronic mail/faxes	Greater dependence on volunteers
Workplace education incentives	Shrinking budgets
Voice mail	Partnerships (e.g., public/private)
Office automation	Demands for field to become more customer-driven/more revenue-producing
Team environment	Emphasis on high quality
Employee empowerment	Privatization
Increased global market (related to natural resources, armed forces, tourism, etc.)	Nontraditional programming responsibilities
Rightsizing	Growing need for law enforcement (customer, employee violence)
Part-time/temporary employees	Social issues (substance abuse, school dropouts, etc.)
Low-paying entry jobs	Tendency for public to think recreation is the solution to social ills (therefore, pressure to achieve measurable results)
Increased hiring of older persons	
Political correctness/sensitivity to cultural diversity	
Awareness of sexual harassment issues	
Inclusion (Americans with Disabilities Act)	
Impact of safety, health, and environmental regulations	

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