



Department of Employee Relations

November 13, 2001

John O. Norquist
Mayor

Jeffrey Hansen
Director

Florence Dukes
Deputy Director

Frank Forbes
Labor Negotiator

Michael Brady
Employee Benefits Manager

To the Honorable
The Committee on Finance and Personnel
Common Council
City of Milwaukee


Dear Committee Members: Re: Common Council File Number 010791

The following reclassification will be submitted to the City Service Commission for consideration on November 20, 2001. We recommend the following, subject to approval by the City Service Commission:

In the Health Department, one position of Clinic Assistant, Pay Range 309, held by Judy Tanger, is recommended for reclassification to Occupational Health Technician, Pay Range 425.

The Job evaluation report covering the above position, including the necessary Salary and Positions Ordinance amendment, is attached.

Sincerely,



Jeffrey S. Hansen
Employee Relations Director

JSH:pb

Attachments: Job Evaluation Report
Fiscal Note

c: Frank Forbes, Laura Engan, Dr. Seth Foldy, M.D., Maria Monteagudo, George Stewart, Judy Tanger, Robert Klaus and John English

JOB EVALUATION REPORT

City Service Commission Meeting Date: November 20, 2001

Incumbent: Judy Tanger

Department: Health

Present	Request
Title: Clinic Assistant	Title: Occupational Health Technician
Pay Range: 309 (\$24,203-29,694)	Salary: 425 (\$27,522-30,447)
Step: 7 (\$29,694)	Source: Department
Recommendation: Title : Occupational Health Technician Salary: 425 (\$27,522-30,447) New Rate: \$30,447	
Rationale: Recent changes to this position have resulted in it no longer being representative of the Clinic Assistant classification. The scope of responsibility has expanded with the addition of administrative support duties due to the elimination of a .5 FTE Office Assistant II position and the assignment of clinical tests not required of other Clinic Assistants. This recommendation actually results in a 2002 cost savings of approximately \$11,700 due to the Office Assistant II elimination.	
History of Position: All Clinic Assistant positions were reallocated from Pay Range 305 to their current level in 1981 as part of the labor contract between the City and District Council 48.	

Action Required:

In the Salary Ordinance, under Pay Range 425, add the title "Occupational Health Technician."

In the Positions Ordinance, under Health, Health Access and Adult Health, Occupational Health Program, delete one position of "Clinic Assistant (X)", and add one position of "Occupational Health Technician (X)."

Background:

On July 25, 2001, the Department of Employee Relations received a request to study the position of Clinic Assistant in the Occupational Health section of the Healthy Behaviors and Healthcare Access Division of the Health Department. This request was prompted by the planned elimination of a .5 FTE Office Assistant II position in the 2002 budget and the assignment of those administrative support duties to the incumbent. Because the Office Assistant II position was actually vacated in May of this year, the incumbent absorbed the additional administrative duties at that time.

In conducting this study, discussions were held with Maria Monteagudo, Health Personnel Officer, the incumbent, and George Stewart, Occupational Health Nurse-Senior, the incumbent's immediate supervisor.

Overview of the Milwaukee Health Department Occupational Health Program (OHP)

The OHP now consists of an Occupational Health Nurse-Senior, a Medical Director assigned part-time to the program, and the Clinic Assistant position under study.

Primary functions of the OHP are: 1) conduct pre-placement physical examinations to determine the applicant's ability to perform the physical and emotional requirements of the position for which they have been hired; 2) consult and collaborate with City departments on issues related to Occupational Health such as occupational safety and health, ergonomic assessments, biohazard exposure health assessment and follow up, workplace hazard surveillance, fitness for duty consultation and issues related to the Americans with Disabilities Act; and 3) chair the Health Department Safety Committee.

Standards for Reclassifying Represented and Non-management/Non-represented Positions

City Service Commission rules specify that reclassifications can occur only when "major changes have occurred in the level, duties and responsibilities of the job." The standard for reclassifying a job to a higher level is not merely the fact that some changes have occurred. The significance of the changes and the impact on a position's level of responsibility and required knowledge and skill are what determines whether there is an acceptable basis for warranting a reclassification.

Duties, Responsibilities and Requirements

The basic function of this position is to provide clinical and administrative support to the Health Department's Occupational Health Program.

Clinical duties comprise approximately 65% of the position's duties and responsibilities. These duties include collecting client data such as vital signs, visual acuity, height and weight, conducting OSHA certified hearing screenings, collecting blood and urine specimens, testing and/or processing these samples and conducting PPD (tuberculosis) Skin Tests on clients.

The remaining 35% of the position's duties and responsibilities consist of administrative support. These duties include completing the client registration process, greeting clients and checking documents, entering medical data into a data base and generating reports, scheduling appointments, maintaining confidential medical records and files, providing telephone coverage and referring calls as necessary, tracking required immunization and PPD skin test follow up, and providing administrative support to the Occupational Health Nurse.

The required qualifications for this position include home health aide/nursing assistant certification or equivalent work experience, Health Department certification for PPD Skin Testing, certification as an Occupational Hearing Conservationist, ability to work independently and meet deadlines, communication and interpersonal skills, basic data entry skills and working knowledge of Microsoft Office Suite applications, and ability to handle confidential client medical information.

Duties of other Clinic Assistant positions

Besides the Occupational Health Section, Clinic Assistant positions in the Health Outreach Case Management section are assigned to the Keenan, Northwest and Southside Health Centers. Clinic Assistants also work in the Women, Infants and Children Nutrition Program (WIC).

Those positions assigned to the Health Centers perform selected assignments under direction of a Supervising Public Health Nurse in school, office, clinic, and home settings as shown below.

Clinics (75% of the time)

- assemble, dismantle, store, and inventory clinic equipment and supplies;
- work with the admission, registration, record control and appointment process;
- measure height and weight, screen vision, complete fingerstick or venous bloods procedures;
- complete non-contact tonometry, aerosolized sputums, venous bloods, urine, blood pressure, audio and other screening tests as needed.

School Services (20% of the time)

- measure height, weight, audio, scoliosis, lice, lead, blood pressure and vision screening of children;
- refer all cases with complex disease conditions or health problems to assigned Public Health Nurse;
- give first aid for illnesses and accidents when necessary;
- prepare health room and assemble supplies.

Home Visiting (5% of the time)

- visit clients to determine the status of immunizations and health deviations;
- assist in monitoring clients for weight, blood pressure, diet, etc. and help client develop skills in caring for self;
- assist in maintaining the client roster and record services provided on records.

Those positions assigned to the WIC Program provide registration, health screening and voucher issuance for clients of the WIC Program.

85%

- set up screening rooms, calibrate equipment, assure availability of supplies, and maintain quality control and equipment maintenance records;
- perform screening tests and procedures including but not limited to height and weight measurements, and finger stick for hemoglobin;
- perform client intake (registration);
- complete appropriate client record forms;
- participate in WIC clinic team meetings.

10%

- provide WIC client case management support in collaboration with Nutrition Coordinator

5%

- perform quality control tests on equipment;
- serve as liaison to local and department sectors to assure a continuum of care;
- provide screening practice/procedure to WIC staff;
- perform data entry coding of immunization records.

Analysis and Recommendation

Recent changes to this position have resulted in it no longer being representative of the Clinic Assistant classification as described above. While the clinical aspects of the position are somewhat similar, the scope of responsibility has expanded with the assignment of clinical tests not required of other Clinic Assistants and the addition of administrative support duties due to the elimination of a .5 FTE Office Assistant II position. Consequently, this position is now performing both clinical (65%) and administrative duties (35%), a combination not seen in other positions. The addition of the administrative/office support duties has required additional skills, particularly in regard to Microsoft Office suite applications.

A clinical responsibility added to the incumbent's position approximately two months ago is the performance of PPD (tuberculosis) Skin Tests on clients consisting primarily of Health Department employees and Firefighters. Performance of this responsibility required the incumbent to receive specialized training and internal Health Department certification. Previously, this function was performed only by the Occupational Health Nurse-Senior. Now both positions are able to administer this skin test which greatly improves efficiency when large numbers of employees must be tested and when the Occupational Health Nurse-Senior is not available. Other Clinic Assistant positions in the City do not perform the PPD Skin Tests. In addition, the possibility that this position may be certified to administer Hepatitis B vaccinations is currently being investigated with the State.

While not a new responsibility, this position is required to be certified as an Occupational Hearing Conservationist by the Council for Accreditation in Occupational Hearing Conservation. This certification is necessary so that test results are admissible in court such as in Worker's

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Compensation cases. Only the incumbent and the Occupational Health Nurse-Senior are certified to conduct this audiometric screening. Other Clinic Assistants do not perform this level of certified hearing screenings and thus do not require the appropriate certifications.

This position functions with significant independence in this small unit and does pre-planning, organizing, and "behind-the-scenes" preparation in terms of scheduling, supplies, contacts with clients, etc. to help ensure the smooth operation of the unit's function. In addition, some of the duties performed can involve significant consequence of error. For example, perishable blood samples and vaccines must be properly stored and refrigerated to ensure their effectiveness. Hepatitis B vaccines must be carefully tracked to ensure that the proper amount of time has passed between the series of shots and that clients are notified. Errors in administering and reading the results of PPD Skin Tests could be very serious.

Overall, the hybrid nature of this position distinguishes itself from other Clinic Assistant positions in the Health Department. In addition, the clinical responsibilities appear to be at a moderately higher level than other Clinic Assistant positions. Because of the additional responsibilities added to this position, the additional skills these responsibilities require, and the differences between this position and other Clinic Assistant positions, we agree with the Health Department's request for a new classification of Occupational Health Technician and feel that the level of responsibility of this position warrants an increase to Pay Range 425.

We therefore recommend that this position be reclassified to the title of Occupational Health Technician in Pay Range 425.

Prepared by:



Timothy J. Keeley, Human Resources Representative

Reviewed by:



Jeffrey Hansen, Employee Relations Director