



Sally J. Nusslock
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Public Health
Prevent. Promote. Protect.
West Allis Health Department

TO: Rebecca Grill, City Administrative Officer
FROM: Sally Nusslock, Health Commissioner *SN*
DATE: August 2, 2018
SUBJECT: Request to Reorganize and Fill Vacancies – Community Health Services

I am requesting approval to do a reorganization of the Community Health Services Division and fill the resulting full time vacancy in the position of Community Health Technician.

We have had a vacant part time Public Health position that we are having trouble filling. The part time hours and the cost share for benefits have been identified by candidates as barriers for them. We have explored sharing a joint Public Health Nurse position with another local health department but have opted not to pursue that option further.

We have a current vacancy in the part time position of Community Health Technician. The employee that was in this position has retired from the City. Her last day with the City was June 26, 2018. This position is a currently part time, school term position (0.6 FTE). The current job duties include vision and hearing screening in the schools, assist the Dental Hygienist in our dental varnishing program, assists in the mandated hearing and spirometry screening of City employees and assists with other Health Department programs.

I am proposing on combining the two part time positions into a full time Community Health Technician/Community Health Worker position. Because of our changing community demographics we would

I have attached the completed "Request to Fill Position" form, the current job description and the revised Organization Chart with changes highlighted.

Please contact me if you have questions or need additional information.

Thank you!



Request to Fill Position

Submit this form, a memorandum and current position description to the City Administrator for review and submittal to the Administration and Finance Committee. To ensure adequate time for review, submit the Friday prior to the Council Agenda Deadline day.

Department/Division: Health Department Position Title: Community Health Technician
 Reason for Request: New Position OR Replacement to Staff - Date of Vacancy: 06 / 26 / 2018
 Person Replaced: Terri Kau
 Position Status: Full-time Part-time AND Regular Temporary Provisional Special Other
 If other than Full-time or Regular, indicate work schedule (hours per week, days to be worked, etc.) and anticipated duration of employment: _____
 Funding Source: Operating Grant Other: _____
 Anticipated Date for Filling Position: 09 / 2 / 2018

Is the position required for fiduciary, legal or compliance requirements? No Yes, describe: _____

Why is it necessary that this position be filled? What operational needs does this position fulfill? _____
This position primarily provides vision and hearing screening in the schools, assists the Dental Hygienist in applying dental varnish, provides screening as part of the City's Occupational Health Program and assists in our other Health Department programs.

What will be the impacts on service functions to the public if the position is not filled? _____
Children will not be screened appropriately and will impact efficiency of dental varnishing program

What will be the impacts on service to city staff if the position is not filled? _____
Will increase the workload of Public Health Nurses to cover Occupational Health Screening or other Departments will need to contract for services

What reorganization possibilities have been considered, such as elimination of the position or combining duties with other existing positions? (If none, provide rationale.) _____
We would request combing this with our currently vacant part-time PHN position to make a full time Community Health Technician/Community Health Worker position. We would recruit for an individual who is bilingual in Spanish and English to help us

How has this vacancy/need been covered so far? _____
Vacancy impact is currently low with school out of session and this position had limited summer hours.

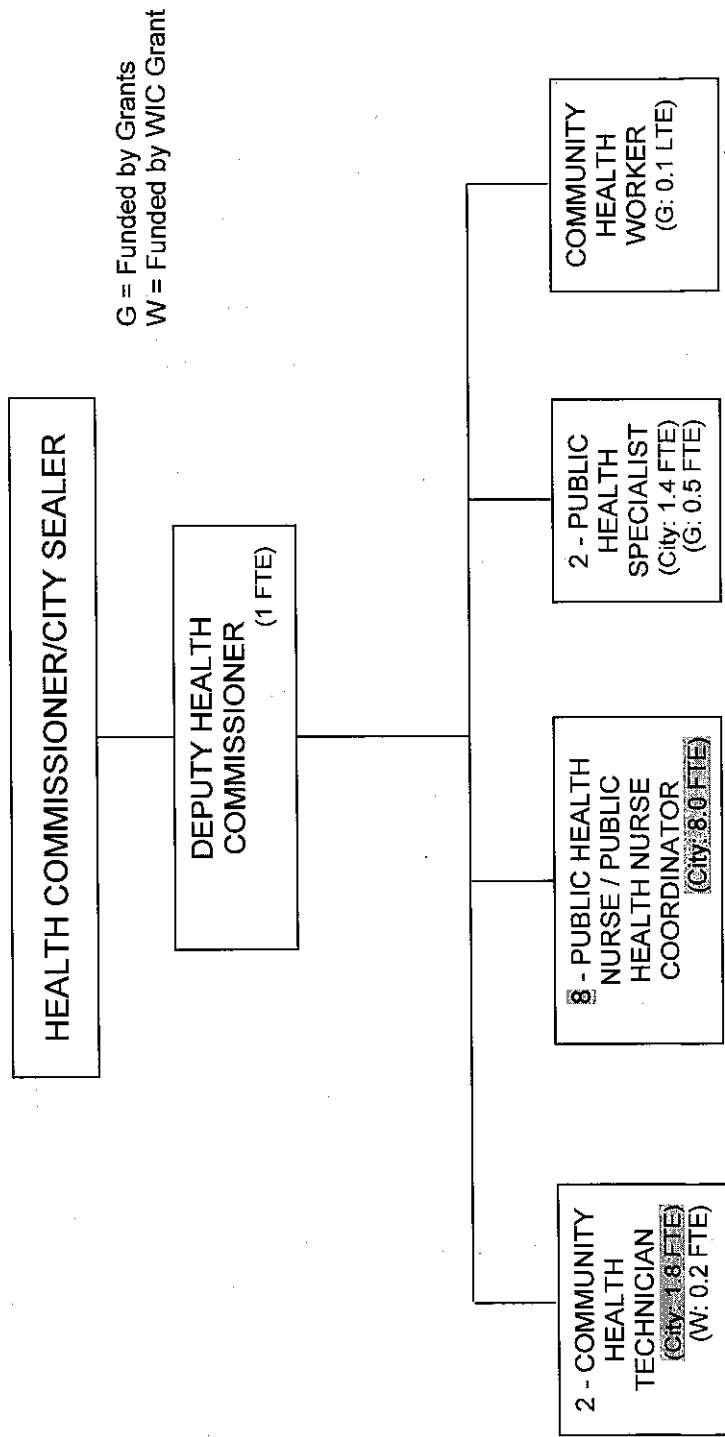
How many other similar positions exist in this department? 1 full time

Requestor Information

Please Print: Sally Nusslock Health Commissioner Health Department
 Name Title Department
 Signature/Date: _____ 08 / 02 / 2018

Attached: Memorandum Current Position Description

ORGANIZATIONAL CHART
HEALTH
COMMUNITY HEALTH SERVICES



Job Description Questionnaire

The purpose of the Job Description Questionnaire (JDQ) is to provide the information necessary to evaluate jobs for salary placement, classify jobs for various legal requirements, and to compile appropriate job descriptions.

Please read this JDQ carefully before answering any of the questions and then complete it as accurately, completely, and briefly as possible. While it is not necessary to describe each duty in great detail, it is important to provide sufficient information so the job can be accurately evaluated and classified. Keep in mind that *the purpose of the JDQ is to collect information about the job and is not designed to evaluate employee performance.*

Consider the typical responsibilities of the job; even those that might only occur cyclically (e.g. annually, quarterly, etc.). The responses should be based on duties and responsibilities that are part of the job under typical conditions, not special projects or temporary assignments. Further, unless specifically directed by management, describe the job as it is today, not as you believe it should be or what it might be in the future.

SECTION 1			DEMOGRAPHIC INFORMATION		
Employee Name	Katherine Sutton/Terri Kau	Employer Name	City of West Allis		
Job Title	Community Health Technician	Work Location	Health Department		
Department	Community Health Services	Division	Health		
Full-Time / Part-Time	Full Time	Part-Time (Hrs per Wk)			
Supervisor Name	Yvonne Duemke	Supervisor Title	Director of Community Health Services		

SECTION 2

DESCRIPTION OF ESSENTIAL DUTIES & RESPONSIBILITIES

Identify the essential duties / responsibilities of your job, which should be the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Use wording that will provide as clear an understanding as possible for someone not familiar with your work. Avoid terminology or acronyms that are not widely known outside of your line of work. Please list those duties that you feel are most important at the top of the list, and list the estimated percentage of the total annual time that each item takes. (Remember, as a rule-of-thumb, that 10% equates to roughly 200 hours of a work year.) To the extent possible, try to identify those duties and responsibilities that account for as close to 100% of your work time as possible. While catch-all categories are acceptable (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated.

Frequency Codes: Daily [D] / Weekly [W] / Bi-Weekly [B] / Monthly [M] / Quarterly [Q] / Annually [A] / As Needed [N]

Primary Duties		Frequency	% of Annual Total Time
<p>Vision & Hearing Screening</p> <ul style="list-style-type: none"> Obtaining class lists from each schools and developing screening lists for each classroom Perform routine standardized vision and hearing screenings in West Allis-West Milwaukee schools and at the health department. Plan, organizes and prepare screening schedules. Collaborate with principals and educational staff, in both public and private schools, to determine screening specifics such as time schedule for classes, screening location, concerns about students possibly suffering from a vision or hearing loss. Prepare and distribute parent letters to inform them of their child's screening results. Prepare medical referrals for medical providers or other community resources for further medical evaluation as appropriate. Provide resources to families needing financial assistance so they can obtain the care they need. Work with physicians and specialists to assist families in receiving care and to help measure the effectiveness of the screening program. Follow-up with parents that care was received. Complete and maintains appropriate records for individuals screened, and maintain statistics of screening results at the West Allis Health Department, in Infinite Campus, (West Allis-West Milwaukee school district data base) and for Prevent Blindness Wisconsin. Check operation of equipment; and reports defective equipment. Review research articles and resource data for relevant informational and educational background material. 		<p>D</p> <p>N</p>	<p>54%</p> <p>1%</p>

<ul style="list-style-type: none"> Keep my Provider Directory up to date with local eye care and hearing physicians and specialists that accept Forward Health HMO's since we have a large populations of families with Forward Health Insurance 			
Dental Assistant for school-based Dental Health and Fluoride Varnish Program (Sept.-May)			
<ul style="list-style-type: none"> Assists the Dental Hygienist with dental education programs Record child's current dental status Prepare and distribute parent letters to inform them of their child's screening results Provide resources for families to obtain the dental care they need Hand out other materials as directed by the hygienist 		W	7%
Blood Pressure Screenings			
<ul style="list-style-type: none"> Use proper techniques in order to produce consistent and reliable blood pressure screening readings Go over screening and consent form with client Provide and discuss educational handouts and results with client Counsel on follow-up screening recommendations 		N	1%
Blood Lead Testing Program			
<ul style="list-style-type: none"> Perform blood lead testing on young children as requested by residents Prepare lead test results form for parent/guardian Distribute appropriate lead education materials Make referrals when necessary for elevated lead levels to physicians, public health nurses and environmentalists Document and maintains appropriate records for individuals screened, and maintain statistics of screening results at the West Allis Health Department Fax Blood Lead Test Reports to Department of Health and Family Services Lead Program Perform Quality Control tests on LeadCare II Blood Lead Analyzer 		N	1.9%
<ul style="list-style-type: none"> Keep records and maintain statistics of blood lead screening results done by lead level, screening site, insurance type and jurisdiction 		Q	0.6%
Occupational Hearing Conservation Program (Jan.-March)			
<ul style="list-style-type: none"> Test the calibration of both the acoustic system of the hearing booth and the combination of flow meter and integrator of the spirometer Perform screenings for the West Allis Fire, Police, Public Works and other select departments <ul style="list-style-type: none"> Spirometry screening to assess how well the employee's lungs work by measuring how much air 		W/A	6%

<p>they inhale, how much they exhale and how quickly they exhale.</p> <ul style="list-style-type: none"> ○ Hearing screening to determine possible hearing loss and assess employee's hearing from year to year ● Provide and discuss results with employee ● Keep appropriate records for individuals screened ● Data Collection on # of screenings and # of referrals sent 			
Breastfeeding Peer Counseling			
<ul style="list-style-type: none"> ● Schedule and teach breastfeeding class ● Send postcards and call clients within the week before class as a reminder 	W		5.3%
<ul style="list-style-type: none"> ● Counsel and supports pregnant and breastfeeding mothers, on benefits of breastfeeding, overcoming common barriers, getting a good start with breastfeeding and helping prevent and handle common breastfeeding concerns ● Attend breastfeeding continued education training to keep Peer Counseling status and Certification in Lactation Counseling up to date ● Assess clients prenatal and postpartum past nursing/pumping & parenting status as well as current status ● Assist clients in acquiring breast pumps from the state or WIC via-communications to physician's offices to obtain mandatory signatures and communications with durable medical equipment companies ● Assist client on proper use of breast pump ● Provide face-to-face appointments for latching assistance ● Clean breast feeding equipment; assist w/ special breastfeeding projects; assemble breastfeeding class materials, bra and flange fitting ● Complete and maintains appropriate records for individuals screened in ROSIE (WIC database system) ● Attend breastfeeding coalition meetings ● Review research articles and resource data for relevant informational and educational background material. 	N		1.3%
Clinic Screening Technician			
<ul style="list-style-type: none"> ● Set up screening room ● Calibrate screening equipment ● Check Wisconsin Immunization Registry and Wisconsin Blood Lead Registry to make sure Immunizations and Lead tests of Children and Infants are up to date ● Discuss keeping Immunizations up to date with clients ● Perform height and weight measurements ● Perform finger sticks for hemoglobin and lead testing ● Enter health data into ROSIE (WIC database system) 	N		14%

<ul style="list-style-type: none"> Perform quality control tests on blood testing machines Attend relevant training workshops Working at the multiple locations that the City of West Allis offers WIC (West Allis, Wauwatosa, Greenfield & Cudahy) Collect Tdap counts of pregnant women who had gotten a Tdap vaccine during their pregnancy 			0.8%
Community Flu Clinics (Sept.-Nov.)			
<ul style="list-style-type: none"> Set-up and clean-up of tables, chairs, signage, forms and related materials Manage traffic and crowd control Provide general information and assistance with forms to patrons 			
Community Events, Coalitions, QI Projects, Trainings, Meetings			
<ul style="list-style-type: none"> Two for the Show –Event designed for 2 year olds and their parents to identify delays and offer early intervention <ul style="list-style-type: none"> Reminder calls Assess gross motor skills of child through talking with parents and observing child Filling in at other stations as needed, like fine motor skills and safety in the home. 	A		1.2%
<ul style="list-style-type: none"> Healthy Life Styles Coalition <ul style="list-style-type: none"> Promote healthier living and eating to the community at events like Ala Cart City Parades, and National Night Out Participating and promoting events like the Mayor's Move 30 minutes a Day Challenge 	M/N		1.5%
<ul style="list-style-type: none"> Implement, lead or work on Quality Improvement projects and track the progress <ul style="list-style-type: none"> Current QI project is to increase the accuracy of Tdap counts collected in WIC on pregnant women who had gotten a Tdap vaccine during their pregnancy 	W		1.3%
<ul style="list-style-type: none"> Building Wide Staff Meetings, Community Health Services Meetings 	M		1.8%
<ul style="list-style-type: none"> Annual trainings like Mandated Reporter training, Blood borne Pathogen Control, Emergency Preparedness, CPR, QI (Quality Improvement) training, Civil Rights training, ROSIE Security training 	A		0.5%
School Registration Health packets			
<ul style="list-style-type: none"> Call schools to find out how many packets they will need for their students at registration Send request to print shop to print all materials needed for registration packets Assemble registration packets with required school health pamphlets and information and divide into how many each school needs Deliver to schools or give to PHN (public Health Nurse) to deliver to the schools they work with 	A		0.8%

SECTION 3

TOOLS AND TECHNOLOGY

Identify any software, technology, equipment or machinery utilized on a regular basis in order to perform the functions of the job.

Office Equipment and Software

- Microsoft Office 2010 (word, excel, PowerPoint etc...)
 - Phone
 - PC
 - Laptop
 - Copy Machine
 - Printer
 - Fax Machine
 - Overhead Projector
 - Infinite Campus (West Allis-West Milwaukee School District database system)
 - Software for Computer Controlled Audiometer
 - ROSIE (WIC database system)
 - Queue (software to keep clients in order during clinic)
 - WIR (Wisconsin Immunization Registry)
 - WBLR (Wisconsin Blood Lead Registry)
- ### Clinic/Lead/Blood Pressure Screening
- LeadCare II Blood Lead Analyzer
 - HemoCue and HemoPoint Hemoglobin Testing Systems
 - Stethoscope
 - Blood Pressure Cuff
 - Various Scales for infant, toddler, child and adults
 - Infant Length board (height measuring device)
 - Child/Adult Stadiometer (height measuring device)
- ### Vision Screening
- Light Boxes
 - Lea and Snellen Visual Acuity Charts
 - Color Vision Testing Chart
 - Random Dot Butterfly, Letter "E" and Figures Stereo Vision Test Charts
- ### Hearing Screening
- Pure tone Manual Audiometers

- Computer Controlled Audiometer
- Hearing Test Booth
- Bio-Acoustic Simulator
- Spirometry Screening
- Spirometer
- Calibration syringe

SECTION 4

JUDGMENTS / DECISION-MAKING

Identify at least five of the most typical judgments/decisions that you make in performing your job as well as the solutions to these problems. Please also describe the resource, input or guidance others provide in arriving at your decision and who reviews, if anyone.

Typical Problems/Challenges	Possible Solution(s) to Problem/Challenge	Resources Available and/or Used	Job Title of Who Reviews
Prenatal clients attending breastfeeding class	Reminder postcard one week prior to breastfeeding class appointment, reminder phone call the week of class	Phone & mailing postcard reminders	Breastfeeding Peer Counselor/Community Health Technician/Breastfeeding Coordinator
Space at schools for vision and hearing screenings	Book dates early, contact school secretaries via email and phone contact to follow-up, being flexible where space isn't as available	Phone & e-mail, continuous good rapport with school staff	N/A
Parent/Guardian follow-up with vision or hearing referral	Send home parent letters with child from school, send referral to family home, talk to parent/guardian on phone, give information on financial aid to those who need it, Provide options of providers for parents/guardians who don't know what their next step in the process is	Past experience, parent letters, mailing referral forms, internet for up to date provider and Forward Health Insurance Information	Community Health Technician/Director of Community Health Services
Clients not wanting to follow screening procedures for themselves or their child, like finger sticks for hemoglobin, in WIC clinic	People skills (firmness and tact), maintain calm working/professional attitude. Using skills from Active Listening training	Experience from other encounters, training, WIC policy and procedure	WIC Coordinator

<p>Difficult or angry clients/parents</p>	<p>People skills (firmness and tact), maintain calm working/professional attitude. Using skills from Active Listening training</p>	<p>Training, Letter from the Health Commissioner that all parents have received at school registration stating that students will be screened during the school year unless parent calls the Health Department to opt out of program, Screening policy and procedure</p>	<p>Director of Community Health Services</p>
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SECTION 5 WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS

Please identify your typical work relationships with other persons inside or outside of your own organization.

<p>Title of Individuals With Whom You Typically Interact</p>	<p>Describe the Interaction</p>	<p>Why Was it Necessary?</p>
<p>WIC Staff</p>	<p>Communication about WIC clients' needs as they come to the Health Dept. for WIC services</p>	<p>Clinic flow</p>
<p>WIC Clients (Women, Guardians, Children 1-5 yrs. old, Infants)</p>	<p>Communication about WIC clients' screening needs while at the Health Dept. for WIC services, Education about breastfeeding</p>	<p>Keep clients in the loop of their care while receiving services at our Health Dept. WIC program</p>
<p>Public Health Nurses</p>	<p>Communication throughout various programs</p>	
<p>School Educational Staff (Principals, Secretaries, Teachers, Reading teachers, Special Education Teachers, Speech Pathologists)</p>	<p>Continuous communication throughout the school year</p>	<p>Setting up school based screenings, making sure that all students are getting screened as needed as a way to identify from a large number of apparently healthy students, those who may extra services.</p>
<p>City of West Allis Employees from different departments ex. Fire Dept., Police Dept., Dept. of Public Works</p>	<p>Annual Hearing and Spirometry Screenings</p>	<p>OSHA requirement</p>
<p>Parent/Guardian</p>	<p>Discuss child's test or screening results and provide resources and referrals to family</p>	

SECTION 6 SUPERVISION/MANAGEMENT

Please indicate the type of responsibility you have as it pertains to leading others:

Area of Action / Responsibility	Yes	No	Provides Input
Screen / Interview Applicants		X	
Hire / Promote Employees		X	
Provide Written/Verbal Warnings		X	
Suspend Employees		X	
Terminate Employees		X	
Prepare Work Schedules For Others		X	
Project Management		X	
Provide Work Direction For Others		X	
Evaluate Performance Of Others		X	
Counsel Employees		X	
Train Employees (As Part Of The Normal Duties Of The Job)		X	
Approve Overtime		X	
Approve Time Off Request For Others		X	
Develop / Implement Policies		X	
Do you <u>directly</u> supervise any employees? <i>If yes, please list the number of FTEs and job titles of those employees below:</i>		X	n/a

Job Title	# of FTEs

SECTION 7

WORK ENVIRONMENT / PHYSICAL REQUIREMENTS

Please indicate the amount of time typically spent in the following categories.

Physical Requirements	Place an "X" in the appropriate cells			
	N/A	Rarely	Occasionally	Frequently
Carrying/Lifting 10 - 40 Pounds			X	
Carrying/Lifting > 40 Pounds			X	
Sitting				X
Standing / Walking / Climbing				X
Squatting/Crouching/Kneeling/Bending				X
Pushing / Pulling / Reaching Above Shoulder			X	
Work Environment	N/A	Rarely	Occasionally	Frequently
Indoor/Office Work Environment				X
Noise >85dB (e.g. mower, heavy traffic, milling machine, etc.)		X		
Extreme Hot/Cold Temperatures (>90 degrees / <40 degrees)		X		
Outdoor Weather Conditions		X		
Hazardous Fumes or Odors / Toxic Chemicals	X			
Confined Spaces (as identified by OSHA)	X			
Close Proximity to Moving Machinery / Equipment	X			
Bodily Fluids / Communicable Diseases			X	
Working Alongside Moving Traffic on Roads	X			
Electrical Hazards	X			

SECTION 8

ADDITIONAL EMPLOYEE COMMENTS

Please identify any other information that would help someone else understand your job more clearly:

My job is very diverse

I have to prioritize several tasks on a daily basis

I work at different locations regularly whether it's at the different schools I screen at or at one of our off site WIC clinics

I have to maintain client confidentiality and adhere to ethical and legal standards, including HIPAA

I am often making decisions in my job with no direct supervision

I have to be flexible and able to problem solve quickly as schedules change or problems arise

I have to be organized and keep accurate records as I collect a lot of data from various areas of my job

I have to have good communication skills since I deal with many different people in our community

I have to be patient when dealing with people especially children since I do work with them more frequently

TO BE COMPLETED BY THE EMPLOYEE'S SUPERVISOR

SECTION 9

SUPERVISOR INFORMATION

Supervisor Name	Yvonne Duemke	Supervisor Title	Director of Community Health Services
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SECTION 10

EDUCATION REQUIRED FOR HIRE

Level of Education (Select one with an "X")	Field(s) of Study
<input type="checkbox"/> Less than High School Education	
<input checked="" type="checkbox"/> High School Education (or Equivalent)	n/a
<input type="checkbox"/> One Year Certificate (or Equivalent)	
<input type="checkbox"/> Associate's Degree (or Equivalent)	
<input type="checkbox"/> Bachelor's Degree	
<input type="checkbox"/> Master's Degree	
<input type="checkbox"/> Professional Degree (Law, Medicine, etc.)	
<input type="checkbox"/> PhD w/ Dissertation	
<input type="checkbox"/> Other:	

Provide Any Additional Information Regarding the Required Education (e.g. preferred vs. required, specific coursework, etc.):

Post secondary education in health related field- *required?* Bilingual in Spanish/English highly preferred.

SECTION 11

TOTAL EXPERIENCE REQUIRED UPON HIRE

[Place an "X" in the appropriate cells]							
No Experience	< 2 yr.	2 to 3 yrs.	4 to 5 yrs.	6 to 7 yrs.	8 to 9 yrs.	10 to 11 yrs.	> 12 yrs.
	X						

Describe Specific Experience Required for Hiring (e.g. 5 total years of customer service experience 2 of which were in a supervisory capacity):

Recent professional medical work experience, volunteer solicitation, training, and scheduling strongly recommended.

SECTION 12

CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB

List Required Certification / Licensure / Training	How Attained / Provided	Required Upon Hire?	May Obtain After Hire?
Wisconsin Driver's License and good driving record Competent in use of office computer/software including but not limited to Microsoft Office Suite	State test	X	
Certificate of Occupational Hearing Conservation	Council for Accreditation in Occupational Hearing Conservation - Classroom and testing for Certification		X
NIOSH (National Institute for Occupational Safety and Health) approved Spirometry Certification	CDC (Center for Disease Control and Prevention)		X
Vision Screening Certification	Prevent Blindness Wisconsin		X
Incident Command Structure ICS 100, 200, 700	FIMA on line classes with testing		X
Healthcare CPR and AED	Classroom with testing - Provided by City of West Allis		X
Suspected Child Abuse and Neglect Mandated Reporter Training	Wisconsin Dept. of Children and Families training		X
Blood borne Pathogens	On line Course with quiz		X
Describe any current practices as it relates to licensure or certification (e.g. extra pay for certification, employer payment for obtaining or renewing, etc.): City provides automobile allowance. Costs for any required trainings, licensure, and Certifications are covered. Health Department pays for Occupational Hearing Conservation and NIOSH Certifications and renewals. City pays for any costs associated with Healthcare CPR/AED			

SECTION 13

SUPERVISOR'S COMMENTS / CORRECTIONS / ADDITIONS

JDO Section	Comment / Clarification / Addition
7	Noise and Extreme hot/cold weather temperatures unclear as to when this occurs
7	Outdoor weather conditions - for driving purposes to assigned locations
7	Carrying/Lifting 10-14 # - frequently than occasionally
2.	Occupational Hearing Conservation Program is part of the entire Occupational Health Services Program that is provided to City Employees

8	Decisions made are based on established policy and procedures. Supervisor is available by phone as a resource and to assist with decision making not covered by policy or procedure.
10	Post-secondary education in a health related field can be changed to preferred rather than required
11	"volunteer solicitation, training, and scheduling strongly recommended" can change to recommended. Less volunteers being used in the school screening programs.
	Overall, I am in agreement with the Employee comments as they accurately reflect this position

TO BE COMPLETED BY ADMINISTRATIVE DESIGNEE

SECTION 14		
Administrative Designee Name	Sally Nusslock	Administrative Designee Title
		Health Commissioner/City Scaler

SUPERVISOR INFORMATION

SECTION 15	
ADMINISTRATIVE COMMENTS / CORRECTIONS / ADDITIONS	
In lieu of altering an employee's JDQ, please provide any corrections, clarifications, or additional information in the space provided below.	
JDQ Section	Comment / Clarification / Addition
	No additions of changes