

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**DUTY STATEMENT**

RPA

EFFECTIVE DATE:

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services (CCHCS)	POSITION NUMBER (Agency – Unit – Class – Serial) [REDACTED]
UNIT NAME AND CITY LOCATED	CLASS TITLE Office Assistant (General)
WORKING DAYS AND WORKING HOURS Monday through Friday; am to pm	SPECIFIC LOCATION ASSIGNED TO
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency – Unit – Class – Serial)

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION.

Under the direction of the Health Record Tech II (Supervisor), the Office Assistant (OA) supports the mission of the Medical Department by tracking and maintaining files and records pertinent to the management of the Electronic Unit Health Record (eUHR), Dental Radiograph Folder (DRF) and the archive Unit Health Record (UHR). The OA duties include, but are not limited to: retrieving loose paperwork from designated locations, sorting and cleaning loose paperwork as well as proofing for completeness, filing loose paperwork and DRFs, entering data into specified computer programs for the purpose of tracking and reporting statistical data; generating various reports per program requirements; distributing specified paperwork to custody and counseling staff; supporting health care staff as directed; under the direction of the Health Record Tech II (Supervisor), or appropriate supervisor, the Office Assistant (General) supports the mission of the Medical Health Department by tracking and maintaining data and reports pertinent to the operation of the department; entering data into specific computer programs as directed by departmental guidelines; generating and distributing reports per medical/mental health program requirements and distributing other specified paperwork to various departments as directed.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use addition sheet if necessary)
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ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING (other duties may be assigned):

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| 40% | Retrieve loose filing from designated locations; cleans and sorts loose filing by document type/encounter date and proofs for completeness. Indexes medical documents by assigning all pertinent information (CDCR number, type of document, section of eUHR where document is to be filed, date of document, etc.). Scans medical documents into the eUHR. Performs a quality assessment (QA) of scanned documents into the eUHR per departmental policies and procedures and labels the bundle pass or fail. Re-scans documents that failed QA per eUHR policies and procedures and documents upon completion. Performs a QA on "Day Forward" scanned document boxes prior to sending to the Health Record Center (HRC). |
| 30% | Maintains filing system by filing documents in the DRFs and placing DRFs on shelves utilizing the Terminal Digit (TD) filing system. Performs shelf maintenance by relabeling DRF jackets as needed, arranging DRFs to maximize shelf space. Must be able to travel to the different clinics, an approximate ¼ to ½ mile of walking distance at each facility on a daily basis to deliver DRFs, mail, scanned documents, archive boxes, supplies, etc. weighing approximately 5 to 25 pounds utilizing a utility cart and/or handling equipment. Locates and pulls requested DRFs for various internal and external processes between inter- and intra-facility units/institutions and paroles. Tracks On Demand Scanning (ODS) |

	into eUHR. Receives/processes archived UHRs from HRC for MD review. Receives/processes ODS copies from HRC for UHR Reviews.
20%	Verifies inmate-patient location by using Strategic Offender Management System (SOMS), Inmate Locator, and in-house databases. Types, faxes, and/or emails correspondence and related documents. Processing and shipping of DRFs and Release of Information (ROI) documents that have been requested. Provide communication and support to, as needed, inter- and intra-facility units.
10%	Assists in processing incoming mail and photocopies documents as necessary. Inputs data (CDCR number, inmate-patient (I/P) name, date of birth, disposition, etc.) into various database logs. Updates shared data folder tracking spreadsheets on a regular basis. Generates Excel spreadsheets for requested special projects. Maintains daily computerized workload tracking sheets. Merges and repairs damaged DRFs as needed. Performs other related duties as requested per institutional need including redirection to support Health Record staff at any facility. Attend mandated annual training and other duties as assigned.

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% of time performing duties

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KNOWLEDGE AND ABILITIES

Ability to: Perform clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance.

Special Requirement: Five minute timed typing certificate certifying the ability to type at a speed of no less than 40 words per minute.

DESIRABLE QUALIFICATIONS

A demonstrated interest in assuming increasing responsibility. Education equivalent to completion of the twelfth grade.

General knowledge of various filing systems (e.g., alphabetic, chronological, numeric, subject matter, etc.) to maintain an organized filing system that would allow for swift and accurate retrieval of documents/information.

SPECIAL PHYSICAL CHARACTERISTICS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The following is a definition of the on-the-job time spent in physical activities:

Constantly: Involves 2/3 or more of a workday

Frequently: Involves 1/2 to 2/3 of a workday

Occasionally: Involves 1/3 or less of a workday

Standing: Constantly – stands for periods of time to file/re-file, at the copy machine, and other office machines.

Walking: Constantly – filing, coping, to go to pick up mail or faxes, and deliver documents.

Sitting: Varies Between Occasionally and Frequently – at a desk or computer table. There is flexibility for movement on a frequent basis to break sitting with standing and walking.

Lifting: Constantly – lifts files weighing from a few ounces to 25 lbs.

Carrying: Constantly – this activity can be considered to require the same physical demands as lifting.

Stooping/Bending/Kneeling/Crouching: Frequently – stretches, stoops/bends, kneels,

and crouches to pull/re-file documents from the lower shelves in filing cabinets.

Reaching in Front of the Body: Frequently – will be utilizing a keyboard and reaches for items such as the telephone and files. Reaches for files and placing files on shelving units.

Reaching Overhead: Frequently – reaches overhead to retrieve files from the top shelf of the file cabinet.

Climbing: Occasionally – climbs when using the step stool to reach files or forms.

Balancing: Occasionally – balances when using the step stool.

Pushing/Pulling: Frequently – pushes/pulls to open file drawers and desk drawers; pushes/pulls utility carts/pallet jack containing medical charts to move them to appropriate shelf for filing.

Fine Finger Dexterity: Constantly – uses fine-finger dexterity to write information onto documents and to type information into the computer.

Hand/Wrist Movement: Constantly – uses hands and wrists in the handling of documents and files.

Persons appointed to this position must be reasonably expected to exert up to 25 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves walking and standing most of the time, but may involve sitting for brief periods of time.

SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE