

**DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS**

PART A	
Position No: 576-138-5278-002	Date:
Class: Management Services Technician- Admissions	Name:
<p>Under supervision of the Staff Services Manager I (SSMI), and with general direction from the Admissions Lead (AGPA), the Management Services Technician (MST) will be trained in analytical work and will perform the less/technical semiprofessional analytical duties of Management Services as they relate to the Pre-Admissions and Admissions activities of the Veterans Home of California – West Los Angeles. The MST will coordinate and facilitate all aspects of the application and admission process and will exercise good judgment, initiative and tact in dealing with the public, applicants, residents and staff. The level of work will involve a high degree of privacy, confidentiality and responsibility. This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.</p>	
Percentage of time performing duties:	ESSENTIAL FUNCTIONS
35%	<p>Communicate effectively with the public for all pre-admissions related inquiries and activities. Answer and respond to phone calls, written inquiries and various other requests for information relating to the Pre-Admission processes, policies and procedures. Coordinate receipt of all application paperwork and supporting documentation. Review application forms to ensure completeness and accuracy of data contained on the application and supporting documents. Assess admission eligibility criteria requiring knowledge of admissions regulations and policies in the Military and Veterans Code, Title 22, CalVet Board Policies, United States Department of Veterans Affairs (USDVA) Laws, Rules and Regulations and Department of Social Services Regulations. Independently prepare correspondences for all pre-admissions related activities. Provide Tours of the facility as needed.</p>
30%	<p>Compile application information in the Pre and Post Admissions Tracking System (PPATS). Maintain documentation of activities relating to Applications for residency and the completion of admission files. Update the PPATS regularly to ensure all communications regarding the admission are noted and available to other Admissions staff. Collect and analyze data related to pre-admissions applications and supporting documentation received via various submission formats (electronic, paper). Coordinate internal audits to ensure timely and accurate analysis of Admissions Application related data and reporting. Provide statistical reports to management related to applications, applicant demographics, applicant service history and other data related the pre-admission/admission files. Conduct research, collect data and make recommendations to improve workflow processes as they relate to receipt and completion of applications for admission.</p>

20%	<p>Review census data reported by each care unit Residential Care for the Elderly, (RCFE), Skilled Nursing Facility (SNF), and Memory Care Unit (MCU). Query appropriate unit staff for patient movement clarification and accuracy. Enter census movement transactions into Electronic Tracking Systems such as the CalVet Electronic Health Record System (EHR) and the VA Per Diem – Electronic Tracking Tool (ETT). Review Patient Movement transactions in ADL system and make system corrections as needed to ensure accurate census tracking. Track resident Leave of Absence to maintain compliance with resident leave policies and regulations. Combine daily census information into various statistical reports. Provide backup and support to Admissions AGPA during the day of Admission, and ensure the Admission Agreement and all supporting policies and procedures are reviewed and signed by the resident or their legal representative (DPOA)</p>
10%	<p>Provide back-up and support for VA Per Diem related activities, including but not limited to: Coordinate, track, review, and submit VA Per Diem related forms, documents and data (VA Form 10-10SH, VA Form 10-5588, VA Electronic Tracking Tool). Work in coordination with nursing, medical, social services and rehabilitation staff to ensure completion and submission of the VA Form 10-10SH within appropriate time requirements. Ensure VA Form 10-10SH is completed for every new admission and subsequent Level of Care (LOC) change. Work with the VA appointed point of contact to ensure accurate completion review and approval of VA Form 10-10SH and the accurate reporting of VA Per Diem days, and the associated charges and payments. Complete all related CalVet training classes. Complete all assigned courses in the Relias program within time limits.</p>
NON-ESSENTIAL FUNCTIONS	
5%	Other related duties as assigned.

**DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS**

Position No: 576-138-5278-002	Date:				
Class: Management Services Technician- Admissions	Name:				
PART B - PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: View computer screen; prepare various forms, memos, reports, letters, and proofread documents.					X
HEARING: Answer telephone; communicate with Administration, department managers, department staff; provide verbal information.					X
SPEAKING: Communicate with staff, residents and the public in person and via telephone; interact in meetings.					X
WALKING: Within the home to the various units. Provide Tours				X	
SITTING: Work station, meetings and training.					X
STANDING: Copy documents; review records.			X		
BALANCING:		X			
CONCENTRATING: Review documentation for accuracy; complete forms, calculate pay, time and attendance; research laws, rules and processes.					X
COMPREHENSION: Understand employee needs as it relates to Human Resources; laws, rules, regulations, policies and procedures; content of meetings, trainings and work discussions; facilitate the dynamic of team work.					X
WORKING INDEPENDENTLY: Must be able to apply laws, rules and processes with minimal guidance.					X
LIFTING UP TO 10 LBS:					X
LIFTING 10-25 LBS:		X			
LIFTING 25-50 LBS:		X			
FINGERING: Push telephone buttons, calculator keys, and computer keyboard.					X
REACHING: Answer telephone; use a mouse; print documents on desk printer.					X
CARRYING: Transport documents, mail.		X			
CLIMBING:		X			
BENDING AT WAIST: Use copier; access low file drawers.		X			
KNEELING: Access low file drawers.		X			
PUSHING OR PULLING: Open and close file drawers.		X			
HANDLING: Sort paperwork; distribute mail.					X
DRIVING: Special events.		X			
OPERATING EQUIPMENT: Computer, telephone, copier, printer, fax machine.					X
WORKING INDOORS: Enclosed office environment.					X
WORKING OUTDOORS: Special events.		X			
WORKING IN CONFINED SPACE: File, supply, storage rooms, etc.		X			

I have read and understand the duties listed on this Duty Statement and I can perform these duties with or without reasonable accommodation. (If reasonable accommodation may be necessary, discuss any concerns with the Equal Employment Opportunity Office.)

Employee signature _____ Date _____

Supervisor signature _____ Date _____

Human Resources signature _____ Date _____