DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT
California Correctional Health Care Services

POSITION NUMBER (Agency – Unit – Class – Serial)
488-398-1139-VAR

UNIT NAME AND CITY LOCATED
Salinas Valley State Prison – Psychiatric Inpatient Program, Soledad, CA

CLASSIFICATION TITLE
Office Technician (T)

WORKING TITLE
Office Technician (T) – Scheduler

COI
Yes ☐ No ☒

WORK WEEK GROUP
2

CBID
R04

TENURE
P

TIME BASE
FT

SCHEDULE (WORKING DAYS AND WORKING HOURS)
a.m. to p.m. (Approximate only for FLSA exempt classifications)
Schedule may vary

SPECIFIC LOCATION ASSIGNED TO
SV-PIP - Human Resources Department

INCUMBENT (If known)

EFFECTIVE DATE

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.

PRIMARY DOMAIN:

Under the direction of the Program Assistant or Clinical Administrator, the Office Technician (OT) Typing (T) in a health care setting, performs a wide variety of routine and complex administrative and clerical support duties that require general knowledge of Department programs and policies and an understanding of Department-wide office practices and procedures. The OT (Typing) must communicate effectively with health care staff and exercise good judgment.

% 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)

ESSENTIAL FUNCTIONS

35% Schedules health care appointments; develops, maintains, and updates the patient health care appointments schedule tracking system; and completes, logs, and files appropriate documents. Compiles and distributes the daily health care appointment ducat list and ensures the protection of the patient’s health care information. Prepares information for daily huddles and population management sessions. Attends and actively participates in the daily huddle and maintains daily huddle records including attendance. Verifies patient identities and logs each patient attending the clinic into the daily ducat sheet. Retrieves, maintains, distributes, and files health record documents. Answers telephone calls, takes and delivers messages; responds to internal requests for information; screens calls and visitors; and routes telephone calls and information requests to the appropriate staff. Assists in maintaining the tracking systems identified in the Inmate Medical Services Policies and Procedures.

20% Develops and maintains tracking systems to log in and track documents requiring signature approval; monitors and tracks assignments, follows-up on overdue assignments, and tracks requests for information and other types of logged documents such as controlled correspondence and monthly reports. Reviews outgoing correspondence for spelling and grammar and for consistency with Department policies and procedures. Develops, organizes, and maintains correspondence files including all incoming and outgoing correspondence and ensure the files are

Revised: __________
<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
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<tr>
<td>15%</td>
<td>Provides administrative clerical support and maintains information for the nursing services activities in the assigned program area. Types, edits, tracks, distributes, and files correspondence, memorandums, reports, and other written materials. Independently composes general correspondence, reports, meeting agendas, and other types of office communications.</td>
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<tr>
<td>15%</td>
<td>Schedules and coordinates meetings, creates agendas and handouts, and takes minutes for assigned program areas. Maintains office machines and equipment, and assists others in operating office machines and equipment. Orders, maintains, and distributes office supplies, and ensures inventory is accurate and adequate to meet the supply requests. Prepares, processes, and assists others in completing office forms.</td>
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<tr>
<td>5%</td>
<td>Attends all trainings, meetings, and committees as directed. Performs administrative and clerical support duties to assist staff perform quality improvement activities such as chart reviews, audits, and participation on the Quality Improvement Team. Assists in the development, revision, and implementation of office policies and procedures as directed.</td>
</tr>
<tr>
<td>5%</td>
<td>Maintains a safe and secure work environment and follows all safety precautions and Department policies and procedures. Reports any unsafe equipment or inappropriate conduct and/or activity to management.</td>
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<td>5%</td>
<td>Performs other duties as required.</td>
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**SUPERVISION RECEIVED** – Depending on the area assigned, may receive supervision from the Program Assistant or Clinical Administrator.

**SUPERVISION EXERCISED** - None

**KNOWLEDGE AND ABILITIES**

**KNOWLEDGE OF:**
Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

**ABILITY TO:**
Perform difficult 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; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

**SPECIAL PERSONAL CHARACTERISTICS:**
A demonstrated interest in assuming increasing responsibility.

**SAFETY**
Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in identification of safety or security hazards, including infection control.
CULTURAL AWARENESS
Demonstrates awareness to multicultural issues in the workplace, which enable the employee to work effectively.

THERAPEUTIC STRATEGIES AND INTERVENTION (TSI)
Apply and demonstrate knowledge of correct methods in Therapeutic Strategies and Intervention.

LICENSE OR CERTIFICATION
Typing certificate verifying a typing proficiency of 40 words per minute or more.

TRAINING – Training Category = D
The employee is required to keep current with the completion of all required training.

WORKING CONDITIONS
Employee is required to:
• Report to work on time and follow procedures for reporting absences
• Maintain a professional appearance
• Appropriately maintain cooperative, professional, and effective interactions with employees, inmates/patients and the public
• Comply with SVSP-PIP Administrative Directives and Program policies and procedures.

The employee is required to work any shift and schedule in a variety of settings throughout SVSP-PIP and may be required to work overtime (Voluntary or Mandated) and float to other work locations as determined by the operational needs of SVSP-PIP. All employees are required to have an annual TB testing and be able to safely perform their essential job functions.

SUPERVISOR’S STATEMENT:  I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR’S NAME  (Print)  SUPERVISOR’S SIGNATURE  DATE

EMPLOYEE’S STATEMENT:  I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

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

Revised: __________