DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS - PATTON

Job Classification: Office Technician (Typing) – Program Secretary

1. MAJOR TASKS, DUTIES, AND RESPONSIBILITES

Under the direct supervision of Program Director or designee in a patient residential program, to perform a variety of general office work with a variety of difficult duties and to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks.

90%

- **Communicates effectively with all staff within the program and the hospital as well as external agencies, both verbally and in writing. This will include good spelling and grammar skills.**
- **Effectively works on the computer to type/proofread various reports. This will include the efficient use of common computer programs such as Word, Excel, and Adobe, as well as applying good typing skills.**
- **Effectively uses common office electronic devices such as fax and copy machines, printers, and multi-line telephones, to relay information with in the hospital, as well as to outside agencies.**
- **Interacts with others in a professional fashion, especially when under time demands and other pressures.**
- **Maintains effective databases for the tracking and monitoring of court reports and other time sensitive documents/processes.**

10%

- Maintains manuals in program office.
- Trains office personnel in computer software application, set-up procedures, hardware usage, and troubleshooting.
- Analyzes data effectively and develops ideas for system improvement.
- Adapts to changes, takes initiative, analyzes situations, and makes independent decisions if necessary.
- Provides functional guidance to office personnel in order to facilitate smooth operation of program procedures.
- Serves on hospital/program committees if appropriate
- Performs audits if assigned.
- Orients newly assigned program staff to the functions of the Program Office, including but not limited to timekeeping, sign-in/out process, filing, duplication and typing services, etc.

2. SUPERVISION RECEIVED

Under the direct supervision of the Program Assistant or designee.

3. SUPERVISION EXERCISED

None

4. 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.

5. REQUIRED COMPETENCIES

SAFETY
Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards, including infection control.

THERAPEUTIC STRATEGIES AND INTERVENTIONS
Applies and demonstrates knowledge of correct methods in Therapeutic Strategies and Interventions (TSI).

CULTURAL AWARENSS
Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

SITE SPECIFIC COMPETENCIES
Displays knowledge of principles and practices of California Laws and Rules within the scope of PC 1370, PC 1026, PC 2970, and MDO commitments, applications and renewals of LPS Conservatorship, and renewals of Murphy Conservatorship.

TECHNICAL PROFICIENCY (SITE SPECIFIC)
- Operation, care and maintenance of copy machine and fax machine.
- Proficient computer skills.

6. LICENSE OR CERTIFICATION
Certified to type not less than 45 words per minute

7. TRAINING – Type 2 Category.
The employee is required to keep current with the completion of all required training.

8. WORK 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, patients/clients and the public.
- Comply with Hospital policies and procedures.

The employee is required to work any shift and schedule in a variety of settings and security areas throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Employee Signature	Print Name	Date
Supervisor Signature	Print Name	Date
Reviewing Supervisor Signature	ARTHUR MORALES PD Print Name	11-15-21 Date