

DUTY STATEMENT
DSH3002 (Rev. 05/2025)



California Department of
State Hospitals

Box reserved for Personnel Section

	RPA #	C&P Analyst Approval	Date	
Employee Name	Division			
Position No / Agency-Unit-Class-Serial 50-010-1139-XXX	Unit Program VI			
Class Title: Office Technician (Typing)	Location: DSH- Patton			
Subject to Conflict of Interest <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CBID R04	Work Week Group: 2	Pay Differential	Other

MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Under the general direction of the Program Assistant, Program Director, or Nursing Coordinator, the Office Technician (OT) Perform a variety of general office work. Maintain accurate databases and effectively communicate with assigned teams. Consistently exercise a high degree of initiative and independence in performing assigned tasks.

30%	<p>GENERAL OFFICE MANAGEMENT</p> <ul style="list-style-type: none"> • Greets visitors and staff on entry into the Program Office to ensure any assistance needed is provided • Always interacts with others in a professional manner, even when under time constraints and other pressures. • Answers phones in a professional manner and responds to general inquiries within the scope of knowledge and confidentiality guidelines and directs calls as appropriate. • Effectively uses common office electronic devices such as fax and copy machines, scanners, printers, and multi-line telephones, to relay information within the hospital, as well as to outside agencies. • Coordinates service and maintenance with approved vendors / hospital department of office machines and equipment • Ensures units are provided with notification and Chromebooks prior to video court hearings/evaluations. • Facilitates, official visits in conjunction with Forensic Services, for evaluators/visitors when they are scheduled in the program office or on the units. • Provides and maintains various recordkeeping and filing systems, including electronic files. • Orders and organizes office supplies, keeping the Program fully stocked with regularly used items monthly. • Maintains office cleanliness to support a hazard free work environment. • Ensures that Program mail is received, sorted, distributed accurately and timely. • Assists with organizing of outgoing mail to ensure that it is received by the correct recipient. • Effectively communicates, both verbally and in writing. Including good spelling and grammar skills. • Participates in Program quality improvement process.
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30%	DATA/TRACKING <ul style="list-style-type: none"> Creates new and maintains existing databases for the tracking and monitoring of court reports and other time sensitive, confidential documents/processes. Effectively works on the computer to type/proofread various reports. This will include the efficient use of common computer programs such as Excel, Microsoft Teams, Adobe, Outlook and Word, as well as good typing skills. Maintain and create manuals in the program office, including Program Binders. Maintains Program Library of reference materials. Performs audits as assigned. Analyzes data effectively and develops ideas for more efficient tracking databases. Make effective decisions, acts independently, and is flexible regarding procedural changes. Serves on committees as relevant. Maintains patient shares drive records. Orients and trains newly assigned program staff to the functions of the Program Office and software used.
30%	TYPING AND COMPUTER WORK <ul style="list-style-type: none"> Maintains electronic computer files / logs Data entry Runs data reports as requested Typing of meeting minutes and / or documents and distributes to committee members Updates Program Directories Completes and submits Client Services Ticket for IT requests Completes, submits and tracks electronic work orders Provides coverage and support for the other Program Office staff as needed.
10%	<ul style="list-style-type: none"> Other duties as assigned Completes hospital required training to ensure compliance with local and statewide mandates
Other Information	SUPERVISION RECEIVED The Office Technician (Typing) Program Secretary works under the general direction of the Program Director or designee. SUPERVISION EXERCISED Not Applicable KNOWLEDGE AND ABILITIES KNOWLEDGE OF: General office methods; common computer programs such as Excel, Adobe, and Word; business English and correspondence; principles of effective database maintenance. DSH Vision, Mission, Goals, and Values. All other duties and special projects as assigned consistent with this classification.

ABILITY TO:

Perform difficult clerical work, including ability to spell correctly; 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; prepare clear and comprehensive reports and keep accurate tracking records; interact tactfully with both state employees and the public; apply specific policies and procedures; prepare correspondence independently; communicate effectively; provide functional guidance to other clerical staff such as Office Assistants. Ability to work in the Secure Treatment Area (STA).

REQUIRED COMPETENCIES

INFECTION CONTROL - Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY/SECURITY - 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. This includes familiarity with the Patient Safety Plan and the Injury and Illness Prevention Program (IIPP).

AGE SPECIFIC - Provides services commensurate with age of patients/clients being served. Demonstrates knowledge of growth and development of the following age categories. Age categories are noted in parentheses.

☐ Pediatric ☒ Adolescent ☒ Adult ☒ Geriatric

THERAPEUTIC OPTIONS /THERAPEUTIC STRATEGIES (TO/TSI) – Applies and demonstrates knowledge of correct methods in the Management of assaultive behavior (TO/TSI).

CULTURAL AWARENESS - Demonstrates awareness to multicultural issues in the workplace which enable the employee to work effectively.

SITE SPECIFIC COMPETENCIES – The Program Office Technician must have knowledge of principles and practices of California Laws and Rules within the scope of PC 1370, LPS Conservatorship applications and renewals and Murphy Conservatorship renewals.

A basic understanding of other codes such as: PC 1370, 1026, PC 2972, PC 2962, PC 2964(a), WIC 6316, WIC 5358, and WIC 5008 commitment population of patients.

TECHNICAL PROFICIENCY (SITE SPECIFIC) –

- Operation, care, and maintenance of copy machine and fax machine.

- Demonstrate computer skill (Word, Excel, Adobe, Microsoft Teams Outlook).

LICENSE OR CERTIFICATION –

- Typing Certificate - Certified to type not less than 40 words per minute.

TRAINING - Training Category = Type 2

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
- Maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public
- Adhere to 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.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Reviewing Supervisor Signature

Date