

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Mental Health		CLASSIFICATION TITLE Office Technician (Typing)				
		WORKING TITLE				
		COI Yes <input type="checkbox"/> No <input type="checkbox"/>	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO Mental Health				
INCUMBENT (If known)		EFFECTIVE DATE				
California Department of Corrections and Rehabilitation (CDCR)/California Correctional Health Care Services (CCHCS) values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.						
PRIMARY DOMAIN:						
Under the general supervision of the Office Services Supervisor II (General), the Office Technician (OT) (Typing), independently 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 possess the ability to communicate effectively 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. <i>(Use addition sheet if necessary)</i>				
ESSENTIAL FUNCTIONS						
35%	Under general supervision, responsible for data input, tracking and auditing data for patients in the Mental Health Delivery System. Such data includes patient level of care, new arrival, and Mental Health referral data. Collect information for analysis to ensure compliance with Health Care Services remedial plans for major litigation cases. Create and maintain multiple databases for tracking all Mental Health patients utilizing Mental Health Tracking System (MHTS), Electronic Health Record System (EHRS) and SOMS, independently writing queries for Health Care Services management, supervisory, clinical staff, HCS Division Staff, Court Specialists, Coleman audit teams and other staff as needed. Analyze data and make recommendations based on that data.					
30%	Consult with the Chief Psychologist, or designee, throughout the day to reconcile and track all Mental Health consults and 7362s entered into EHRS. Schedule mental health appointments for multiple programs using the EHRS scheduling system. Prepare and schedule SHU Screens for new arrivals to the Security Housing Unit.					
20%	Collect, track and analyze performance report data and make clear and concise oral presentations for management staff as necessary. Use statistical information from the On-Demand Reporting system and EHRS, to collect and interpret data for the Quality Management Services Unit for compliance.					
15%	Attend and participate in weekly EHRS webinars for reporting and problem solving issues within the					

<p>5%</p>	<p>EHR system. Communicate feedback with management and clerical staff. Other duties as assigned.</p> <p>Perform other duties as required.</p>	
	<p>KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Modern office methods, supplies, and equipment; business English and correspondence; and principles of effective training.</p> <p><i>Ability to:</i> 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; and provide functional guidance.</p> <p>DESIRABLE QUALIFICATIONS Education equivalent to completion of the twelfth grade. Demonstrate proficiency in Microsoft Office Suite, optional: Visio, Project, Access, and various clinical applications.</p> <p>SPECIAL REQUIREMENTS Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.</p> <p>SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT</p> <ul style="list-style-type: none"> • CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a “NO HOSTAGE” policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this. <p>SPECIAL PHYSICAL CHARACTERISTICS Persons appointed to this position must be reasonably expected to have and maintain sufficient strength, agility, and endurance to perform during stressful (physical, mental, and emotional) situations encountered on the job without compromising their health and well-being or that of their fellow employees or that of the incarcerated.</p> <p>SPECIAL PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts. • Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement. • Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner. • Ability to build trust, improve communication, and assist with the transformation of correctional culture. 	
<p>SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</p>		
<p>SUPERVISOR'S NAME (Print)</p>	<p>SUPERVISOR'S SIGNATURE</p>	<p>DATE</p>
<p>EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</p>		
<p>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.</p>		

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
-------------------------	----------------------	------