

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – COALINGA**

**CLASSIFICATION:
OFFICE TECHNICIAN (TYPING)
(TELE-HEALTH)**

Approved by Chief Psychiatrist Dr. Sunil Kishan
Signature: 

Date Approved:


1. **MAJOR TASKS, DUTIES AND RESPONSIBILITIES:** Under the general direction of the Supervising Registered Nurse (SRN) (Safety), the Office Technician (Typing) will maintain a high degree of initiative; independence and originality in performing assigned tasks. Perform a variety of duties requiring adaption to various situations, exercising good judgement, and working with confidential and sensitive information; the ability to communicate effectively, requiring detailed and sensitive public contact.

- 35%**
- Provide Clerical support to department, this included but not limited to, researching, drafting, routing, and composing, finalizing correspondence (letters/memorandums) under general direction, utilizing a wide range of knowledge of vocabulary, grammar, and spelling
 - Processed incoming and outgoing mail, email, and faxes by date-stamping (when appropriate), logging, sorting, and distributing letters, documents, memos, reports, etc. to appropriate staff; and prepare specialty items such as overnight packages and certified mail.
 - Receive, screen, and route incoming telephone calls; take messages when appropriate.
 - File materials (e.g., documents, letters, forms, reports, Probation Reports, IDPs, etc.) in order to keep accurate records, ensuring materials are available for future references, and in compliance with laws, rules, regulations, policies and procedures, utilizing organizational skills, filing systems (e.g., alphabetic, chronological, numeric, subject matter, etc.). Review files in accordance with established guidelines and procedures (Records Retention Schedule) in order to purge outdated materials, maintain orderly files, and maximizing filing space utilizing office procedures, shredder and recycling system.
 - Develop computer forms and processes.
 - Email as needed/directed to include scheduling and taking meeting minutes.
 - Perform statistical calculations and derive statistical measures, gather the raw data from a number of publications, reports, etc., and with direction decide what data to include and responsible for

- accurate data entry to included performing audits as directed.
 - Ensure all required documents have been verified; independently compile and/or reconcile final reports using data collected from various sources, may develop format used to present data.
- 25%**
- As the department's timekeeper responsible for ensuring all 634's are completed per the Timekeeping Manual; and submitted to Personnel by pre-scheduled due dates.
 - Review accuracy of information provided such as 634's, overtime, and any mailings.
 - Gather and give information to outside providers, other governmental employees, or staff requiring reference to a number of sources.
 - Receive complaints about the agency, its program and gather appropriate background information.
 - Initiate and/or review orders for special supplies, resolve problems concerning acceptability of supplies, delivery schedule, etc.
 - Maintain and record ongoing charges and balances for payment of invoices from vendor.
 - Complete Purchase Order per the State Administrative Manual (SAM) guidelines.
- 20%**
- Understand and maintain detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures.
- 20%**
- Complete weekly, monthly, quarterly and annual report audits as directed.
 - Maintain and update Administrative Directive Manual, Policy and Procedure Manual, as well as other manuals as needed.
- 2. SUPERVISING RECEIVED:**
Supervising Registered Nurse (Safety)
- 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:

ANNUAL HEALTH REVIEW: All employees are required to have an annual health review and TB test or, 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.

INFECTION CONTROL: Apply knowledge of correct methods of controlling the spread of pathogens appropriate to job class and assignment.

HEALTH AND SAFETY: Actively support a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

CPR: Maintain current certification if applicable.

THERAPEUTIC STRATEGY INTERVENTION (TSI): Support safe working environment; practice the strategies and interventions that promote a therapeutic milieu; apply and demonstrate knowledge of correct methods in the management of assaultive behavior.

DIVERSITY, EQUITY, AND INCLUSION: Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

RELATIONSHIP SECURITY: Demonstrate professional interactions with patients, and maintain therapeutic boundaries. Maintain relationship security in the work area; take effective action and monitor, per policy, any suspected employee/patient boundary violations.

PRIVACY, AND SECURITY OF PROTECTED HEALTH INFORMATION:

Maintain and safeguard the privacy and security of patients' protected Health Information and other individually identifiable health information; whether in paper, electronics, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES: None

TECHNICAL PROFICIENCY (SITE SPECIFIC):

- Type a minimum of 40 words per minute
- Working knowledge of Microsoft Word
- Working knowledge of Microsoft Excel
- Working knowledge of MS Projects
- Working knowledge of Microsoft Access
- Working knowledge of Microsoft PowerPoint
- Working knowledge of Microsoft Office
- E-mail/Internet

6. **CERTIFICATION:** It is the employee's responsibility to maintain credentials or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Services.

7. **TRAINING:**

Training Category – 2 – Training Procedure No. 03-11.

The employee is required to keep current with the completion of all required training.

8. **WORKING CONDITIONS:**

ADMINISTRATIVE DIRECTIVE AD-146:

Each employee shall be fully acquainted with the rules and regulations of the Department of State Hospitals (DSH) and of the hospital.

EMPLOYEE IS REQUIRED TO:

1. Report to work on time and following procedures for reporting absences.
2. Maintain professional appearance.
3. Appropriately maintain cooperative, professional, and effective interactions with employees, patient/client and the public.
4. The work entails routinely encountering clients and interacting with staff throughout the facility, thus sensitivity and tolerant, even temperament is required.
5. The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and

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float to other work locations as determined by the operational needs of the hospital.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date