

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Dental Program		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				
INCUMBENT (If known)		EFFECTIVE DATE				

California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.

CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.

Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.

PRIMARY DOMAIN:

Under the direction of the Health Program Manager III or the Supervising Dentist, Correctional Facility, the Office Technician (OT) (Typing), independently performs a wide variety of routine and complex administrative and clerical support duties at institution dental clinics. The OT (Typing) performs duties that require general knowledge of The Dental Program, and Health Care Department Operations Manual (HCDOM), and an understanding of dental clinic practices, procedures, and systems.

% 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)
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ESSENTIAL FUNCTIONS**35%**

Provides clerical support for institution dental clinical staff. Enters dental program data from various forms and logs (e.g., *Health Care Services Request* [CDC 7362], treatment logs, annual and bi-annual dental examination requests, daily dental encounter forms, screening forms) using dental program and institution databases and/or manual information tracking logs to ensure compliance with the HCDOM, Chapter 3, Article 3 Dental Care.

35%

Enters patient appointment scheduling data and health record information into the dental scheduling tracking system and the electronic health record systems. Creates, monitors, and updates dental appointment schedules daily. Maintains, monitors, and tracks dental appointment scheduling logs. Coordinates emergency dental referrals to the appropriate dental yard or dental staff member.

<p>25%</p> <p>5%</p>	<p>Receives, tracks, and distributes CDC 7362s to the proper dentist for dental treatment. Receives, distributes, and tracks <i>Trust Account Withdrawal Orders</i> (CDC 193) and appeals documents. Logs, monitors, and maintains health record information (Unit Health Record/Electronic Unit Health Record, Electronic Health Record System) for the dental patient being seen in compliance with HCDOM, Chapter 3, Article 3 Dental Care.</p> <p>Answers incoming calls, takes/delivers messages, and directs calls to appropriate staff. Prepares custody requirements for outside visitors. Processes and distributes mail. Independently composes correspondence; types, prepares, reviews, and edits documents; assists in maintaining all forms. Prepares meeting agendas and applicable information, organizes and attends meetings, reserves conference rooms, and takes/prepares meeting minutes. Attends training classes (e.g., in-service and annual). Develops, organizes, and maintains office files and records management. Maintains and updates dental program and institution manuals. Organizes and maintains statistical and other record keeping. Orders, maintains, and organizes office supplies and equipment. Assists in the operation of office machines and equipment.</p> <p>Performs 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.</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 Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, the incarcerated, or the public.</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.

	<ul style="list-style-type: none"> Ability to build trust, improve communication, and assist with the transformation of correctional culture. 	
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

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Nursing Services – Outpatient Clinic Services		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				
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<p>California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.</p> <p>CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.</p> <p>Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.</p>						
PRIMARY DOMAIN:						
Under the general supervision of the Supervising Registered Nurse (SRN) II/III, Correctional Facility (CF) and the direction of the Registered Nurse, CF, the Office Technician (OT) (Typing), in an outpatient 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. <i>(Use addition sheet if necessary)</i>					
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					

<p>25%</p> <p>20%</p> <p>10%</p> <p>5%</p> <p>5%</p>	<p>appropriate staff. Assists in maintaining the tracking systems identified in the Incarcerated Medical Services Policies and Procedures.</p> <p>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. 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 available and up to date.</p> <p>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.</p> <p>Attends all trainings, meetings, and committees as directed by the SRN II/III, CF or designee. 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 by the SRN II/III, CF or designee.</p> <p>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.</p> <p>Performs 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; provide functional guidance.</p> <p>SPECIAL REQUIREMENT <i>Ability to:</i> Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.</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 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</p> <p>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>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i></p>		
<p>SUPERVISOR'S NAME (Print)</p>	<p>SUPERVISOR'S SIGNATURE</p>	<p>DATE</p>
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<p>EMPLOYEE'S NAME (Print)</p>	<p>EMPLOYEE'S SIGNATURE</p>	<p>DATE</p>