

**DUTY STATEMENT**  
DSH3002 (Rev. 01/2020)



*Box reserved for Personnel Section*

	<b>RPA #</b>	<b>Position Control Approval:</b>	<b>Date:</b> 07/01/2026
<b>Employee Name</b>	<b>Division</b> Executive Office		
<b>Position No / Agency-Unit-Class-Serial</b> 502-500-8103-XXX	<b>Unit</b> Continuum-Electronic Health Record (EHR)		
<b>Class Title</b> Program Director (Safety)	<b>Location</b> Patton State Hospital		
<b>Subject to Conflict of Interest</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>CBID</b> M18	<b>Work Week Group</b> E	<b>Class Ranges</b> R

**MAJOR TASKS, DUTIES, AND RESPONSIBILITIES**

Under the general direction of the Executive Director, through partnership with diverse groups of leaders (clinical, technology, administration and financial) and stakeholders provide oversight of the EHR initiative and EHR-related projects at the hospital level in collaboration with the Continuum-EHR Project Team in support of the Department of State Hospital's goals and objectives. Incumbents ensure public property is protected and safe. In addition, incumbents will respond to emergency situations as trained in Therapeutic Strategies and Interventions (TSI).

30%	<p><b>Provides oversight of the EHR project clinical change management at the hospital level. Leads the planning, training and implementation of the EHR at the facility.</b> Provides clinical, operational, and technical assistance and serves as resource to the project team. Participates in organizational strategic planning as it relates to EHR objectives, and strategic information systems planning. Formulates, determines and regularly assesses critical EHR implementation priorities to meet the facility's specific needs.</p> <p><b>Applies and demonstrates knowledge of correct methods in Therapeutic Strategies and Interventions (TSI). Assist in the maintenance of a safe and secure environment through response to physical assaults, escape attempts or other major patient disturbance, and assist in the management of the conduct of the patients.</b></p>
25%	<p><b>Serves as the primary liaison between the project team and the hospital executive leadership.</b> Works with a diverse group of leaders and stakeholders and demonstrates success in moving key stakeholders to positive resolution. Provides leadership in the coordination of interdisciplinary activities. <b>Acts as the primary liaison between stakeholders to ensure project implementations change approvals are optimized based on workflow redesign.</b></p> <p>Escalates decisions and issues as needed to the Executive Director during implementation and change request activities. Coordinates project related issues with other efforts.</p>

	<p>Reviews and resolves project issues not resolved at lower levels. Assumes responsibility for problem assessment and resolution. Works with operational and clinical leadership and relevant support departments to achieve defined goals and advance the integration of clinical and operational information.</p> <p>Completes supervisory reviews and approves documentation for accuracy, conciseness, completeness and compliance with applicable policies, procedures, and regulatory requirements including but not limited to <del>Special Incident Reports (SIR)</del>, Incident Management Report Medication Variance Reports (MVR) levels II (MIRs) and other required reports and records.</p>
20%	<p><b>Responsibility for directing a training and quality assurance program for EHR implementation at the facility, reviewing and approving training plans and evaluating progress in training all clinical staff at the facility.</b> Develop, distribute and manage EHR project communications to all facility staff.</p> <p>Fosters a positive and collaborative work environment that supports employee involvement in the continuous improvement process and either directly resolves or trains and empowers employees to resolve issues.</p> <p>Identifies performance concerns and provides corrective guidance, coaching, counseling, and performance management/progressive discipline when necessary in consultation with the Executive Director.</p>
15%	<p><b>Establish local hospital operational policies and procedures to meet critical EHR project objectives.</b> Ensure policies and procedures are developed and followed; and identify areas of improvement/streamlining to increase effectiveness in obtaining customer satisfaction. Establish standard of performance necessary to achieve defined EHR project objectives.</p>
10%	<p>Provide direct administrative and clinical direction and supervision to the EHR Program Assistant and Supervising Registered Nurse. Assume responsibility for the recruitment and hiring of qualified team members.</p> <p>Promote practice of Equal Employment Opportunity and ensure compliance with department and hospital policies.</p> <p><b>Ensure that managers/supervisors hold staff accountable to high standards of patient treatment, team participation, and interpersonal respect and provide for the timely completion of individual development plans and performance appraisals.</b></p> <p><b>Assist in the implementation and communication of the strategic plan and actively contribute to the plan's success by identifying opportunities and provide suggestions to management.</b></p> <p>Assume responsibility for the recruitment and hiring of qualified team members.</p> <p>Acts as Executive Officer of the Day (EOD) as assigned</p>

Other Information	<p><b>Supervision Received:</b> Executive Director (CEA Level C)</p> <p><b>Supervision Exercised:</b> Program Assistant Supervising Registered Nurse</p> <p><b>KNOWLEDGE AND ABILITIES:</b></p> <p><b>KNOWLEDGE OF:</b> Principles and methods of health care, rehabilitation, education and psychiatric treatment as related to the care and treatment of patients with mental disabilities; principles for maximizing the physical, cognitive and social development of patients; specific expertise related to program content; principles, procedures and techniques used in planning, evaluating and administering a multidisciplinary patient treatment program; principles and practices of personnel management and effective supervision; State and Federal laws and rules pertaining to mental hospital administration; principles and practices of community organization for mental disabilities; hospital organization, management and procedures; a manager's role in Equal Employment opportunities.</p> <p><b>ABILITY TO:</b> Plan, direct and coordinate a program that provides care and treatment and maximizes the progress of patients; direct research and evaluation projects; analyze complex problems and take appropriate action; formulate and manage a multidisciplinary patient treatment program; integrate the program with the overall functions of the hospital; communicate effectively; work independently in identifying the need for and developing proposed changes in program practices and procedures.</p> <p><b>REQUIRED COMPETENCIES</b></p> <p><b>ANNUAL HEALTH REVIEW:</b> All employees are required to have an annual health review and TB test or whatever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.</p> <p><b>INFECTION CONTROL:</b> Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.</p> <p><b>SAFETY:</b> Actively supports a safe and hazard free workplace through practice of personal safety vigilance in the identification of safety or security hazards. This includes familiarity with the Patient Safety Plan Acts safely and immediately reports work-related accidents, illnesses, injuries, and violence to their supervisor or manager.</p>

**CPR:**

Maintain current certification as indicated by local facility.

**AGE SPECIFIC:**

Provides services commensurate with age of patients / clients being served. Demonstrates knowledge of growth and development of the following age categories:

Pediatric  Adolescent  Adult  Geriatric

**THERAPEUTIC STRATEGIES AND INTERVENTIONS:**

Applies and demonstrates knowledge of correct methods in the management of assaultive behavior as taught in Therapeutic Strategies and Interventions (TSI).

**DIVERSITY, EQUITY, AND INCLUSION:**

Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

**PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION:**

Maintains and safeguards the privacy and security of patient's protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPPA and all other applicable privacy laws.

**THERAPEUTIC RELATIONSHIPS / RELATIONSHIP SECURITY:**

Demonstrates professional interactions with patients and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

**SITE SPECIFIC COMPETENCIES:**

Ability to provide direction and information to supervisors, clinicians, and nursing staff related to patient commitment types.

Ability to provide leadership, guidance and support to staff relating to the safe and appropriate management of patients with challenging behaviors.

Knowledge about staff issues specific to working with patients including staff/patient involvement, staff burn-out, and training. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.



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

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Reviewing Supervisor's Signature

\_\_\_\_\_  
Date

# Physical Requirements of Position

PROGRAM DIRECTOR (8103)

Activity	Never/ Rarely < 5 min.	Infrequently 5-30 min.	Occasionall y 31 min.- 2.5 hrs.	Frequentl y 2.5-5.0 hrs.	Constantl y > 5 hrs.	Comments
Interacting/communicatin g: Face-to- face with public		X				
By phone with public		X				
With inmate, patients, or clients					X	
With co-workers				X		
Supervising staff					X	
Lifting/Carrying						
0 - 10 lbs.			X			
11 - 25 lbs.		X				
26 - 50 lbs.		X				
51 - 75 lbs.	X					
76 - 100 lbs.	X					
100 + lbs.	X					
Sitting				X		
Standing			X			
Walking			X			
Running	X					
Crawling	X					
Kneeling	X					
Climbing		X (Stairs)				
Squatting	X					
Bending (neck)			X			
Bending (waist)			X			
Twisting (neck)			X			
Twisting (waist)			X			
Reaching (above shoulder)		X				
Reaching (below shoulder)		X				
Pushing & Pulling		X				
Power Grasping		X				
Handling (holding, light grasping)			X			
Fine fingering (pinching, picking)		X				

Computer use (keyboard, mouse)				X		
Walking on uneven ground		X				
Driving	X					
Operating hazardous machinery	X					
Exposure to excessive noise	X					
Exposure to extreme temp.	X					
Exposure to dust, gas, fumes, or chemicals	X					
Working at heights	X					

Effective 10/2024