

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date	
Employee Name		Division Department of State Hospitals			
Position No / Agency-Unit-Class-Serial 502-544-1139-003		Unit Trust Office - Deposits			
Class Title Office Technician – Typing		Location Patton State Hospital			
Subject to Conflict of Interest <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		CBID 04	Work Week Group: 2	Pay Differential N/A	Other N/A
Briefly (1 or 2 sentences) describe the position’s organizational setting and major functions Under general supervision, regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence, and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies, and procedures (e.g., positions such as secretaries to major division chiefs and one-person field office assignments comprised of a wide variety of responsibilities). Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.					
% 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; percentage must total 100%. (Use additional sheet if necessary).			
40%		<p>DEPARTMENTAL RESPONSIBILITY</p> <p>Responsible for the entry of posting patient related daily deposits from receipts into patient accounting system, Keefe Cloud System. This includes but not limited to, personal checks, money orders, cashier checks, vendor refunds, Industrial Therapy (IT) Pay, transfer of funds from savings accounts, and any other deposit(s) that a patient may receive.</p> <p>Reviews each patient's account to determine the qualifying period in the calculation of AB1013 (\$12.50). Posts daily AB 1013 (\$12.50) transactions to qualified patient accounts utilizing Policy Directive 6402 and Welfare and Institutions Code guidelines.</p> <p>Verifies accuracy of all deposit receipts prior to distributing to patients. Maintains proficiency in the posting of all transactions entered into daily deposit logs.</p> <p>Posts deposits to Patient Benefit Fund (PBF) as needed.</p> <p>Processes all patient funds discharged from court. Verifies information according to requests and forms received from discharged patients. Enters</p>			

	<p>patient discharged information into Keefe Cloud System, Cost Recovery System (CRS), Clinical Information System (CIS) and various ongoing Trust logs.</p> <p>Assists in assembling budgetary data for various required monthly, yearend, and bi-annual governing body reports.</p>
35%	<p>Opens/distributes mail and correspondence daily.</p> <p>Traces, identifies, and corrects information and any errors within Keefe Cloud System through the use of daily census reports.</p> <p>Responds to various phone, walk-up, and mail inquiries from staff, family members, patients, and other control agencies. Ensures patient confidentiality and all HIPAA regulations are followed at all times.</p> <p>Maintains current and discharged patients vending cards, which includes but not limited to, issuing cards to new admits, returning funds to patients accounts who are discharged, replacing lost/stolen/damaged cards, and blocks cards from use when notified that cards are lost/stolen/damaged. Enters pertinent information and maintains an accurate ongoing log of all vending cards issued.</p> <p>Conducts individual patient interviews upon admission to the hospital from various county jails and courts. This interview consists of explaining various documents and obtaining signatures for benefit documents.</p> <p>Research through Cost Recovery System (CRS) for any prior admissions to obtain financial-and/or benefit information. Completes admission chart reviews for necessary benefit and financial information when patient is unable or unwilling to be interviewed.</p> <p>Enters all financial and benefit information attained from admission documents to Cost Recovery System (CRS), Keefe Cloud System, and Clinical Information System (CIS) software programs. Maintains files of all admission and supporting documents.</p> <p>Gathers, audits, documents, enters listed property items into Keefe Cloud System, and files all incoming valuable patient property in Trust Office vault. Assists in maintaining and auditing valuable patient property stored in Trust vault as required as well as on a yearly basis per State Administrative Manual (SAM).</p> <p>Assists in issuing discharged patient property and funds to Social Workers for patients who are directly discharging.</p> <p>Assures priority items are recognized and dealt with in a timely manner.</p> <p>Performs problem solving and troubleshooting skills daily to achieve the department goals and objectives.</p>

	<p>Remain flexible with work schedules and job duties to meet the needs of the hospital.</p> <p>Other duties as required.</p>
<p>25%</p>	<p>LEADERSHIP REPRESENTING THE TRUST OFFICE Interprets and communicates Trust Office department policies and procedures to hospital staff and outside agencies.</p> <p>Uses reference materials as necessary to ensure proper course of action and accuracy of corresponding documents.</p> <p>INTERPERSONAL RELATIONSHIPS Maintains a positive rapport with all hospital staff, outside agencies, vendors, and the public in verbal and written correspondence.</p> <p>Assists employees, patients, patients' family, and outside agencies with questions regarding Trust Office and Patients Accounts.</p> <p>Promotes and maintains a collaborative relationship with co-workers and hospital staff.</p> <p>Takes initiative to communicate with supervisor and co-workers to ensure a smooth flow of work, proper documentation and follows through on problem resolutions.</p>
<p>Required Competencies</p>	<p>SUPERVISION RECEIVED: The Office Technician reports to and receives direction directly from the Trust Officer.</p> <p>SUPERVISION EXERCISED: None</p> <p>ABILITY TO: Perform difficult clerical work, including the ability to spell correctly; use proper English; operate common office appliances used in financial record-keeping work and make arithmetical computations rapidly and accurately; operate various office machines; follow oral and written directions. Express ideas and give instructions effectively; analyze data and draw logical conclusions.</p> <p>KNOWLEDGE OF: Principles and practices of financial record keeping; basic principles of accounting; governmental accounting principles and procedures; modern office methods, supplies, and equipment.</p> <p>TECHNICAL PROFICIENCY (SITE SPECIFIC) This position utilizes various office equipment and computers. The Office Technician must have a working knowledge and be able to operate the</p>

	<p>following: calculators; computers; printers; copiers; phones; fax machines, and various computer applications.</p> <p>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.</p> <p>INFECTION CONTROL: Applies knowledge of correct methods of controlling the spread of pathogens appropriate to job class and assignment.</p> <p>HEALTH AND SAFETY: Activity supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.</p> <p>THERAPEUTIC STRATEGY INTERVENTION (TSI): Supports safe working environment; practices the strategies and interventions that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior in accordance with policy.</p> <p>CULTURAL AWARENESS: Demonstrates awareness to multicultural issues in the work place that enable the employee to work more effectively.</p> <p>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.</p>
Training	The employee is required to keep current with the completion of all required training.
Other Information	<p>Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.</p> <p>The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.</p> <p>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.</p>

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).

Classification
(Employee Signature)

Print Name

Date

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

Classification
(Supervisor Signature)

Print Name

Date

Classification
Reviewing Supervisor Signature

Print Name

Date