

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

	RPA #	C&P Analyst Approval	Date	
Employee Name	Division Forensic Services			
Position No / Agency-Unit-Class-Serial	Unit			
Class Title Office Technician (Typing)	Location DSH-Patton			
Subject to Conflict of Interest ☐ Yes ☒ No	CBID	Work Week Group:	Pay Differential	Other
Under the general direction of the Forensic Services Supervisor, I/II, the Office Technician (OT) assists the scheduling, tracking and coordination of video and telephone conferences with outside agencies, coordinates and schedules all official visits, assist staff with CONREP scheduling and tracking, provides supportive duties and performs general clerical duties.				
% 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).			
50%	Ability to work in a timely and organized manner when typing memos, e-mails, updating logs, manuals and distributing mail. Problem-solving techniques and processes to facilitate the identification and resolution of problems and issues related to the completion of work assignments. Prepares summaries and logs; preliminary investigative work; updates, analyzes and compiles data for all penal code desks. Update tracking logs, including, but not limited to, the involuntary medication process, extension reports, video conferences, onsite visitors, CONREP and CSAR. Coordinate video and telephone conferences between DSH-Patton, courts, evaluators, and other outside agencies and inform the Program and pertinent staff of these video and telephone conferences. Type memos, e-mails, schedule and track video and telephone conferences, maintain the Forensic Services video email box and calendar. Assist the front desk with answering telephone and ensuring telephone responses are appropriate and professional; has a strong knowledge of computers (Microsoft Office Suite) and video equipment and platforms used to conduct the conference (Webex, Zoom), or willingness to learn, support Forensic Services staff with clerical tasks as well as other duties as assigned.			
50%	Ability to communicate effectively, verbally in person and by phone, respecting all DSH-Patton staff, families, visitors and agencies, including the ability to put communication in written format. Perform the duties of the front desk. Support penal code desks and CONREP desk with tracking meetings, mail, filing, discharges and processing legal files. Have a knowledge of, and respect for, ethical behavior and honesty, as well as the confidentiality			

	rights of the patients and the department. Works independently on projects or assignments without close supervision or detailed instructions. Have a knowledge of computers (Microsoft Office Suite, Microsoft Excel, Microsoft Word), or a willingness to learn. Organizes the documents, logs, books, manuals, e-mails, and memos for the department.
Other Information	ABILITY TO: Read and review legal documents and court orders to ascertain name of subject; recognize key words for proper distribution of assigned staff using the Forensic Services staff directory. Read and review Daily Population/Census report to determine which files will need to be retrieved from Forensic Services shelves. Retrieve patient identifying information from Admission Worksheet and complete routine forms on computer. Consistently file in the correct alphabetical order and/or numerical order. Use simple arithmetic; prioritize workload and meet daily deadlines; read and write English at a level required for successful job performance, make sound decisions and recommendations in regard to the record-keeping function; provide simple identification services as necessary; disseminate basic information to office staff, administrative, legislative, and judicial agencies, attorneys, and the general public; learn, understand, retain, and recall communications; follow oral and written instructions; communicate effectively with other staff, clients/patients, and informational sources; operate a personal computer to access, enter, and retrieve information; progressively perform more difficult tasks in the case record-keeping process. Ability to work in the Secure Treatment Area (STA). SAFETY Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control. CULTURAL AWARENESS Demonstrates awareness to multicultural issues in the workplace, which enable the employee to work effectively. PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws. SITE SPECIFIC COMPETENCIES • Knowledge of the use of computer programs to coordinate video and telephone conferences • Ability to coordinate with courts and outside agencies • Ensure adherence of federal, state and hospital policies

- Ability to acknowledge when issues and cases that are not routine procedure are to be elevated to the Forensic Services Manager
- Adhere to hospital dress code, be punctual and have good attendance.

TECHNICAL PROFICIENCY (SITE SPECIFIC) –

- Exercise self-motivation and the ability to meet established deadlines
- Ability to multitask and handle both systemic and detailed work in an organized and tactful manner
- Ability to process information quickly, accurately and objectively
- Proficient in Word, Excel, Outlook, PowerPoint. Use spreadsheet software to create, compile, compute, organize, and present data and statistics for use in reports and other tracking activities.

WORKING CONDITIONS (FLSA)

The employee is required to work any shift and schedule in a variety of settings including within the Structured Treatment Area (STA) 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.

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 always maintain confidentiality.

The Department of State Hospitals provides support services to facilities operated within the Department. The required function of this position is to consistently provide exceptional customer service to internal and external customers.

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).

Employee's Signature

Date

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