

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Medical		CLASSIFICATION TITLE Office Technician (T) - Scheduling				
		WORKING TITLE				
		COI Yes ☐ No ☐	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 general direction of the Office Services Supervisor II, the scheduling Office Technician will support clinical staff to organize, provide, implement and maintain medically necessary health care services consistently with regard to the Incarcerated Medical Services Policy and Procedures to improve patient access to care in the correctional setting.						
% 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					
60%	Utilizing CDCR 7362s and other forms for developing schedules for all outpatient medical services, including PCP lines, RN lines, LVN lines, new arrivals, etc. Scheduling of telemedicine lines (specialty & primary care) as assigned and appropriate, Preparing ducat lists and providing any associated documentation in support of Primary Care Team patient encounters and as needed by the Primary Care LVN. Assisting with creating improved access, continuity and quality healthcare for the patient.					
30%	Closing completed appointments and maintaining files. Participating in and documenting					

5% 5%	issues in Daily Huddle with the Primary Care Team. Answering the telephone, routing calls to appropriate staff. Identifying and reporting backlog to supervisor. Assisting with the ordering and maintaining of supplies. Assisting with orientation of new scheduling employees. Attending in-service training and staff meetings. Other duties as assigned.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Modern office methods, supplies and equipment. <i>Ability to:</i> Perform complex clerical work; follow oral and written directions; operate various office machines; apply specific laws, rules and office policies and procedures; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; communicate effectively; work in a team setting; DESIRABLE QUALIFICATIONS Willingness to work at state correctional facilities; aptitude for working with the incarcerated who are acutely ill, infirm, visually impaired, have an emotional disorder, or who are mealy or developmentally disorder offenders; demonstrate emotional stability, patience, tact and alertness. SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT - 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. 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, incarcerated individuals, or the public. SPECIAL PERSONAL CHARACTERISTICS - 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.
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
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The following is a definition of on-the-job time spent in physical activities:

Constantly: Involves 2/3 or more of a workday

Frequently: Involves 1/3 to 2/3 of a workday

Occasionally: Involves 1/3 or less of a workday

N/A: Activity or condition not applicable

Standing: Occasionally to frequently— stands while filing or photocopying.

Walking: Occasionally – walks back and forth to various areas in the institution.

Sitting: Frequently – at a desk or computer table. There is a flexibility for movement on a frequent basis to break sitting with standing and walking.

Lifting: Occasionally –lifts paperwork, stacks of forms, or other paper weighing up to 5-10 pounds.

Carrying: Occasionally - carrying above noted items.

Stooping/Bending: Occasionally - bends or stoops when retrieving forms or supplies, or handling files stored on lower shelves. Slight bending of the waist and neck occurs on a frequent basis throughout the day such as needed to bend over the desk to perform paperwork duties.

Reaching in Front of Body: Constantly - reaches forward when operating a computer, writing, answering phones, retrieving or replacing files, and obtaining forms,

Reaching Overhead: Rarely - reaches overhead for files stored on top shelves.

Climbing: Rarely - utilizes a stepstool to access supplies from shelves and climbs and descends stairs during the normal work day

Balancing: Rarely - on stepstool noted above.

Pushing/Pulling: Constantly – has to push/pull to open file drawers, desk drawers, carts and racks.

Kneeling/Crawling/Crouching: Occasionally - may kneel to reach lower shelves.

Fine Finger Dexterity: Constantly - utilizes fine-finger dexterity when sorting through paper, inputting information to the computer, operating a 10 key, typewriter, completing paperwork, or using telephones.

Hand/Wrist Movement:

Sight/Hearing/Speech/Writing Ability: Necessary to operate a computer, answer phones; communicate with co-workers and staff seeking assistance.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MACHINES, TOOLS, EQUIPMENT, AND WORK-AIDS: The incumbent may at any time utilize a computer, a printer, a telephone, vertical filing cabinets, copy machines, shredder, fax machine, typewriter, and the usual office supplies.

GENERAL POST ORDER / DUTY STATEMENT ADDENDUM

General requirements: Inmates/patients with disabilities are entitled to reasonable modifications and accommodations to CDCR policies, procedures, and physical plant to facilitate effective access to CDCR programs, services, and activities. These modifications and accommodations might include, but are not limited to, the following:

- measures to ensure effective communication (see below);
- housing accommodations such as wheelchair accessible cells, medical beds for inmates/patients who cannot be safely housed in general population due to their disabilities, dorm housing, or ground floor or lower bunk housing;
- health care appliances such as canes, crutches, walkers, wheelchairs, glasses, and hearing aids; and
- work rules that allow the inmate/patient to have a job consistent with his/her disabilities.

Medical staff shall provide appropriate evaluations of the extent and nature of inmates' disabilities to determine the reasonableness of requested accommodations and modifications.

Equally Effective Communication: The Americans with Disabilities Act (ADA) and the *Armstrong* Remedial Plan require CDCR to ensure that communication with individuals with disabilities is equally effective as with others.

- Staff must identify inmates/patients with disabilities prior to their appointments.
- Staff must dedicate additional time and/or resources as needed to ensure equally effective communication with inmates/patients who have communication barriers such as hearing, vision, speech, learning, or developmental disabilities. Effective communication measures might include slower and simpler speech, sign language interpreters, reading written documents aloud, and scribing for the inmates/patient. Consult the ADA Coordinator for information or assistance.
- Staff must give primary consideration to the preferred method of communication of the individual with a disability.
- Effective communication is particularly important in health care delivery settings. At all clinical contacts, medical staff must document whether the inmate/patient understood the communication, the basis for that determination, and how the determination was made. A good technique is asking the inmate/patient to explain what was communicated in his or her own words. It is not effective to ask "yes or no" questions; the inmate/patient must provide a substantive response indicating understanding of the matters that were communicated.
- Staff must obtain the services of a qualified sign language interpreter for medical consultations when sign language is the inmates/patients' primary or only means of communication. An interpreter need not be provided if an inmate/patient knowingly and intelligently waives the assistance, or in an emergency situation when delay would pose a safety or security risk, in which case staff shall use the most effective means of communication available such as written notes.

DECS: The Disability Effective Communication System (DECS) contains information about inmate/patients with disabilities. Every institution has DECS access and staff must review the information it contains in making housing determinations and providing effective communication.

Housing Restrictions: All inmate/patients shall be housed in accordance with their documented housing restrictions such as lower bunks, ground floor housing, and wheelchair accessible housing, as noted in DECS and their central and medical files. All staff making housing determinations shall ensure that inmate/patients are housed appropriately.

Prescribed Health Care Appliances (including Dental Appliances): Staff (health or security) shall not deny or deprive prescribed health care appliances to any inmate/patient for whom it is indicated unless (a) a physician/dentist has determined it is no longer necessary or appropriate for that inmate/patient, or (b) documented safety or security concerns regarding that inmate/patient require that possession of the health care appliance be disapproved. If a safety or security concern arises, a physician, dentist, Health Care Manager, or Chief Medical Officer shall be consulted immediately to determine appropriate action to accommodate the inmate/patient's needs.

Employee Name/Signature

Date

Supervisor Name/Signature

Date