

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

	RPA #	C&P Analyst Approval	Date 10/28/2024	
Employee Name	Division Department of State Hospitals - Patton			
Position No / Agency-Unit-Class-Serial 502-500-1245-001	Unit			
Class Title Executive Secretary II	Location Executive Director's Office			
Subject to Conflict of Interest ☐ Yes ☒ No	CBID R04	Work Week Group: 2	Pay Differential	Other
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under the direction of the Executive Director (ED), the Executive Secretary II performs and assists the ED in a variety of complex secretarial and administrative tasks with a high degree of independent responsibility associated with the Executive Director's Office at the California Department of State Hospitals – Patton.				
% 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). ESSENTIAL FUNCTIONS BOLDED BELOW			
40%	Acts as the personal assistant to the Executive Director (ED) or designee by performing a wide variety of administrative duties. Directs incoming calls as appropriate and notifies the ED immediately in serious emergencies. Open and review all incoming mail to the Executive Director's Office for distribution. Maintains correspondence log for all delegated mail. Date stamp and distribute mail to appropriate department/program management for their follow up and/or designated staff. Prepares and distributes original correspondence and reports for the ED signature. Maintains the ED appointment calendar. Sets meeting agendas, Minutes, identifies the participants, and schedules meeting locations. Organizes structured conferences with executive level staff and other representatives from the California Department of State Hospitals.			
30%	With direction, researches and responds to sensitive inquiries and correspondence and refers complex issues to the appropriate staff on behalf of the ED. Addresses potentially problematic situations with family members of Patients. Communicates effectively with the public and other governmental agencies. Makes travel arrangements and prepares travel expenses claims for the Executive Director. Identifies reviews and resolves issues related to personnel, computers, travel requests and other areas of concern.			

	Report timekeeping for staff reporting directly to the Executive Director. Distribute paychecks and other Human Resources documents as required. Maintain general office files for the Executive Director's Office, and update the Nursing Policy and Procedures manual, Infection Control manual, and the CAMH manual. Perform other duties as required.
15%	Leadership/Representing the Executive Director's Office Responsible for providing timely and reliable information relating to the Executive Director's Office. Misinformation provided by the Executive Secretary II could adversely affect the reputation of the Executive Director and the public image of the hospital. Provides guidance to all levels of management, supervisors, and line employees within the department and agency on a regular basis. Use hospital Policy and Procedures manuals, and other reference materials as necessary to ensure proper course of action and accuracy of documents. Interprets and communicates departmental policies and procedures to hospital staff and outside agencies.
15%	Interpersonal Relationships The Executive Secretary II comes in contact with all areas of the hospital and community, therefore the Executive Secretary II must maintain cooperative and harmonious relationships with others representing the Executive Director and the facility; maintain good public relations with hospital staff, family members, superior court judges, district attorneys, Attorney General's Office, Patton Advisory Board for the Mentally Disabled members, legislators, union representatives, applicants for employment, departmental staff and others. Promotes and maintains a teamwork relationship with co-workers and hospital staff to enhance work productivity.
Required Competencies	SUPERVISION RECEIVED: Under the direction of the Executive Director, the Executive Secretary II performs difficult and responsible secretarial work for the Executive Director and other staff as necessary. SUPERVISION EXERCISED: None.

ABILITY TO:

Ability to type at a speed of at least 45 words per minute; efficiency in Microsoft word and excel; read and write English at a level required for successful job performance; make briefs of reports and correspondence and compose letters or reports independently or from oral or written instructions, utilizing a wide knowledge of vocabulary, grammar and spelling; perform minor administrative assignments independently; handle with courtesy and tact a wide variety of public contacts, both on the telephone and in person; speak and write effectively; understand and carry out oral and written directions following a minimum of explanation; analyze situations accurately and take effective action. Apply rules and regulations to specific cases; analyze data and draw logical conclusions.

KNOWLEDGE OF:

- Comprehensive knowledge of the Hospital's policies and procedures, and record keeping process.
- Computer literacy in Access database, Microsoft Excel Worksheets, Microsoft Word, Exchange (Outlook), Internet, Intranet, Power Point, CISCO Telepresence.
- Apply principles and practices of public personnel management.
- Research and apply rules, laws, standards and procedures in training related issues.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

Proficient in usage of desk top computers, and accompanying equipment, such as printers, faxes, scanners. Proficient in usage of other office equipment, including telephones, printers, shredders, WebEx, Telepresence, Projectors, Remote Control devices, Television sets.

The incumbent is responsible for complying with all confidentiality statutes, including but not limited to HIPPA and the Information Practices Act (IPA) by protecting departmental patients and employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information.

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.

INFECTION CONTROL: Applies knowledge of correct methods of controlling the spread of pathogens appropriate to job class and assignment.

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.

	THERAPEUTIC OPTIONS/THERAPEUTIC STRATEGY INTERVENTION (TO/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. CULTURAL AWARENESS: Demonstrates awareness to multicultural issues in the work place that enable the employee to work more effectively. 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.
License or Certification	Typing certificate: minimum 45 wpm
Training	The employee is required to keep current with the completion of all required training.
Other Information	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. 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. 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. 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 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.		
	_____ Supervisor Signature	_____ Print Name	_____ Date