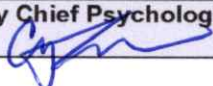


DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – COALINGA

CLASSIFICATION: ANALYST I (TELEPSYCHOLOGY) PSYCHOLOGY DEPARTMENT	
Approved by Chief Psychologist (CF) – Cory Fulton Signature: 	Date Approved: <i>2.6.26</i>

MAJOR TASKS, DUTIES AND RESPONSIBILITIES: Under supervision of the Chief of Psychology, the Analyst I will provide analytical support, review, consultation, coordination, and tracking for the Psychology Department (Telepsychology).

30% Operations Support

Provides day-to-day operational and administrative support to telepsychology clinicians and program staff.

- Assists with scheduling, coordination, and tracking of telepsychology appointments.
- Supports clinicians with telehealth workflows (pre-session prep, pre-treatment team conference prep, post-session/conference documentation routing).
- Helps troubleshoot non-clinical telehealth issues (platform access, forms, basic user guidance).
- Maintains logs or trackers related to telepsychology service delivery.
- Coordinates with IT and clinical staff to ensure continuity of telepsychology services.

20% Data Collection, Reporting, and Program Monitoring

Supports data-driven monitoring of telepsychology services and program performance.

- Collects and organizes program data (utilization, appointment outcomes, no-shows, turnaround times).
- Assists in preparing basic reports and summaries for the psychology leadership team as requested.
- Maintains databases or spreadsheets related to telepsychology operations.
- Performs quality checks on data accuracy and completeness.
- Assists with tracking program metrics required for compliance or internal review.

15% Documentation, Records, and Compliance Support

Assists in maintaining accurate records and supporting regulatory and policy compliance.

- Helps manage telepsychology documentation workflows (forms, consents, releases).

- Assists with record organization in accordance with privacy and confidentiality requirements.
- Supports audits, reviews, or provides information requests related to telepsychology services.
- Ensures administrative processes align with departmental policies and procedures.
- Maintains up-to-date reference materials and procedural documentation.

15% Stakeholder Communication & Coordination

Serves as a liaison between telepsychology staff and internal stakeholders.

- Responds to routine inquiries related to telepsychology operations and processes.
- Coordinates communication between clinicians, administrative staff, and support services when necessary.
- Prepares correspondence, meeting materials, and follow-up summaries as needed.
- Assists in onboarding or orienting staff to telepsychology procedures and tools.
- Helps schedule and coordinate meetings and training (non-clinical).

10% Process Improvement & Analytical Support

Provides analytical and process support to improve telepsychology service delivery.

- Assists in reviewing workflows to identify inefficiencies or gaps.
- Participate in process improvement or quality improvement initiatives.
- Gathers feedback from staff regarding telepsychology systems and procedures.
- Supports implementation of updated workflows or tools.
- Performs basic analysis under supervision to support decision making.

10% General Administrative & Special Projects

Performs additional administrative and analytical tasks as assigned.

- Supports special projects related to telepsychology expansion or evaluation.
- Assists with training materials, guides, or internal resources.
- Performs general administrative duties in support of the psychology department.
- Provides backup support for other administrative or analyst staff as needed.

- Performs other duties as assigned within the scope of the Analyst I classification.

2. SUPERVISION RECEIVED:

Chief of Psychology

3. SUPERVISION EXERCISED:

None

4. KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF: Basic administrative and analytical practices used to support telepsychology and clinical operations, including scheduling workflows, documentation processes, and data tracking. Working knowledge of standard office procedures, record-keeping systems, and common software tools used for reporting and program support. General understanding of confidentiality and privacy requirements related to sensitive information, and familiarity with organizational policies and procedures. Knowledge of basic process improvement concepts and the use of operational data to support program monitoring and decision-making

ABILITY TO: Organize, analyze, and maintain accurate records and data; prepare clear summaries and routine reports; and follow established workflows. Ability to manage multiple priorities, meet deadlines, and adapt to changing demands in a fast-paced environment. Ability to communicate clearly and professionally with clinical and administrative staff. Ability to learn and apply new systems and procedures quickly. Ability to exercise discretion, judgment, and professionalism when handling confidential information.

5. REQUIRED COMPETENCIES:

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.

CPR: Maintain current certification if applicable.

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.

CULTURAL AWARENESS: Demonstrates awareness to multicultural issues in the workplace 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.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION: Maintains and safeguards the privacy and security of patients' protected Health Information and other individually identifiable health information; whether paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES: None

TECHNICAL PROFICIENCY (SITE SPECIFIC): None

6. **LICENSE OR CERTIFICATION:** It is the employee's responsibility to maintain a license, credential, or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Services.

7. **TRAINING:**

Training Category – 2 – Training Procedure No. 03-11.

The employee is required to keep current with the completion of all required training.

8. **WORKING CONDITIONS:**

ADMINISTRATIVE DIRECTIVE AD-146:

Each employee shall be fully acquainted with the rules and regulations of the Department of State Hospitals (DSH) and of the hospital.

EMPLOYEE IS REQUIRED TO:

1. Report to work on time and following procedures for reporting absences.
2. Maintain professional appearance.
3. Appropriately maintain cooperative, professional, and effective interactions with employees, patient/client, and the public.

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4. The work entails routinely encountering clients and interacting with staff throughout the facility, thus sensitivity and tolerant even temperament is required.
5. The employee is required to work any shift and schedule in a variety of settings 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.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date