

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 Department of State Hospitals			
Position No / Agency-Unit-Class-Serial 502-214-8101-XXX	Unit Medical Services			
Class Title Medical Services Administrator	Location Patton			
Subject to Conflict of Interest ☐ Yes ☒ No	CBID S17	Work Week Group: E	Pay Differential	Other
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under the administrative direction of the Chief of Primary Care Services, the Medical Services Administrator serves as a supervisor within the Medical Services Department and provides administrative, operational, and clinical oversight of hospital-wide medical support services. The incumbent directly supervises Supervising Registered Nurse (SRN) and Medical Services supervisory staff and is responsible for coordinating interdisciplinary medical services collaborating with nursing leadership, psychiatry, psychology, rehabilitation therapist, and hospital administration, and supports patient treatment objectives, safety, and continuity of care within a forensic mental health 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; percentage must total 100%. (Use additional sheet if necessary.)			
50%	Department Administration: - Coordinates medical support services to meet the treatment needs of the hospital, in the fields of radiology, medical/surgical clinics, external appointments, employee health, physical and occupational therapy, speech pathology, EEG/ECG, laboratory-related services, and medical equipment. - Develops, implements, and evaluates administration process that supports objectives, regulatory compliance, and continuous quality improvement who serves as the primary liaison between departments and programs to coordinate medical operations and patient care. - Maintains master copies of department manuals and coordinates updates of policies including those from subsections of Medical Services, to assure quality care and consistency with standards including the enhancement plan. - Develops and administers budgets within available allocations to the department and develops and monitors external contracts for medically related services, equipment, and supplies. Assists the Contracts Office and the Chief of Primary Care Services in the development of contracts with external providers and serves as a liaison to external contractors			

	and vendors. Approves expenditures/orders for equipment and supplies if consistent with budget and transmits to appropriate office in Department of General Services. Assures that billing codes are appropriately submitted for services provided at Medical Services clinics.
30%	Personnel Management and Supervision: - Tracks the time use of department staff, with exceptions of Physicians and Nurse Practitioners and will bring to the attention of the Chief of Primary Care Services any questionable use of time. Check sign-in sheets against 634 forms for discrepancies. Identifies staff development needs and coordinates mandatory and specialized training to enhance employee competency, leadership development, regulatory compliance and patient care. - Updates duty statements to meet new needs and standards and assures implementation of Enhancement Plan by supervised staff. - Monitors and evaluates the performance of supervised staff; recognizes employee accomplishments, promotes accountability, identifies developmental needs, and provides coaching, training, or corrective action, as appropriate. - Assures that Medical Services operations conform to bargaining unit contracts, hospital personnel, and other policies, and EEO guidelines. - Participates in workforce planning, recruitment, selection process, staffing recommendations and succession planning. - Oversee the daily operations of the Electroconvulsive Therapy (ECT), Employee Clinic, and Public Health Department, ensuring efficient services, policy compliance, and effective coordination of staff and resources.
20%	Leadership and Performance Improvement: - Care Services in the leadership of the Medical Services Department and staff meetings, and coordinates work on department performance/quality improvement projects. - Represents the department on the hospital wide Quality Improvement Team and at Program Manager meetings. Engages in and helps coordinate administrative activities that improve the quality of medical services. - Serves on hospital wide teams and committees and serves as a problem-solving liaison to other departments and programs.

Required Competencies	SUPERVISION RECEIVED: Under the supervision of the Chief of Primary Care Services. SUPERVISION EXERCISED: As assigned, directly supervises Supervising Registered Nurses and Supervisor I of Medical Services. ABILITY TO: Plan and direct the work of nursing services staff in a treatment program; develop nursing care and treatment plans in order to reach measurable objectives; assess, plan, and implement staff training to meet patient objectives; work effectively with multidisciplinary clinical staff; represent the Program Director in discussions of all aspects of nursing services; communicate effectively. KNOWLEDGE OF: The principles and practices of personnel management and effective supervision in planning, organizing, and directing technical nursing services staff of a treatment program; professional nursing principles and techniques; principles of specialized treatment and training techniques as they relate to the developmentally or mentally disordered offenders; treatment program organization in developmental centers or State hospitals; medicines and narcotics; a supervisors role in the Equal Employment Opportunity Program. TECHNICAL PROFICIENCY (SITE SPECIFIC) Demonstrates proficiency in electronic health records, staffing and timekeeping systems, Microsoft Office applications, and departmental reporting tools used to monitor staff, patient care operations, and program performance. Applies knowledge of DSH policies, healthcare regulations, infection control standards, forensic safety procedures, and applicable State and federal laws related to healthcare operations. Monitors budgets, contracts, medical equipment, supplies, and procurement activities while preparing reports, evaluations, correspondence, and administrative documentation. Utilizes effective leadership, communication, analytical, and interdisciplinary coordination skills to support efficient healthcare services and hospital operations. 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. AGE SPECIFIC - Provides services commensurate with age of patients / clients being served. Demonstrates knowledge of growth and development of the following age categories: ☒ Young Adult(18-29) ☒ Early Adult(30-50) ☒ Late Adult(51-79) ☒ Geriatric(80+) 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. 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.
License or Certification	Possession of a valid license to practice as a Psychiatric Technician or legal requirements to practice as a professional Registered Nurse in California.
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. Will be held accountable for maintaining the program expenditures within budgeted allocations and to use funds for proper needs while tracking and reporting expenditures to ensure fiscal transparency and accountability. 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