

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

	RPA #	Position Control Approval: cm	Date: 11/4/2025
Employee Name	Division Clinical Administration		
Position No / Agency-Unit-Class-Serial 455-XXX-8102-XXX	Unit Various		
Class Title Program Assistant (MD-Safety)	Location Atascadero State Hospital		
Subject to Conflict of Interest ☐ Yes ☒ No	CBID S18	Work Week Group E	Class Ranges R
MAJOR TASKS, DUTIES, AND RESPONSIBILITIES Under the administrative direction of the Program Director, the Program Assistant assists the Program Director in directing the activities of interdisciplinary staff in achieving treatment program goals for forensic mentally disabled patients in a state hospital. Incumbents ensure public property is protected and safe. In addition, incumbents will respond to emergency situations as trained in Therapeutic Strategies and Interventions (TSI).			
40%	<u>OPERATIONAL PERFORMANCE</u> Promote and implement the principals of Performance Improvement. Attend and participate in the weekly Program Management Team meeting. Knowledge of program planning, evaluation, and review. Assist in defining program goals and objectives to meet community, forensic, and patient treatment needs which comply with statewide, hospital, and program service delivery systems. Provide information, training, and monitoring toward continued hospital accreditation. Maintain standards related to oversight agency requirements standards including, but not limited to CRIPA, Joint Commission, Licensure and environmental health. Act as Program Officer of the Day on a rotating basis. When requested by the Program Director, act as Program Director during Program Director's absence. Maintain a monitoring system to ensure that assigned staff are kept informed of new and updated hospital policies and procedures. Promote a safe work environment by ensuring that staff adhere to program and hospital safety policies and procedures. Assist in the selection and assignment of support staff, students, and volunteers assigned to the program.		

	Act as Program Forensic Liaison. Demonstrate the ability to problem-solve forensic concerns, maintain the program's court calendar, and the distribute subpoenas.
30%	<u>DEVELOPMENT AND DELIVERY OF TREATMENT SERVICES</u> Supports program priorities and ensures the development and enhancement of a comprehensive treatment structure geared to the needs and dispositional tracks of the patients. Ensure appropriate protocols, treatment activities, and accurate documentation processes are followed. Assist in ensuring effective interdisciplinary treatment teamwork, developing effective lines of communication, and promoting positive staff morale through collaboration with clinical discipline supervisors. Provide consultation to treatment teams relative to the program/hospital mission. Act as facilitator or co-facilitator with the Program Director for program meetings. Monitor and evaluate the effectiveness of the treatment program and its components to ensure treatment modalities are in keeping with accepted standards. Reviews the Treatment Plans for accuracy and timeliness. Responsible for completing audits related to program function. Consult with other program management to ensure that areas are delivering hospital approved and accepted treatment. Applies and demonstrates knowledge of Trauma Informed Care (TIC) and correct methods in Therapeutic Strategies and Interventions (TSI), that includes patient containment, heavy lifting, applying restraints, and responding to emergency situations throughout the hospital.
20%	<u>PERSONNEL MANAGEMENT AND SUPERVISION</u> Provide direct administrative supervision of interdisciplinary and other staff within the program, as assigned by the Program Director. Complete annual performance appraisal evaluations on all staff supervised in a timely manner. Assist in making sure that performance standards are met as required by hospital policy and relevant State laws. Compliance will be reflected in timely, accurate and appropriate employee evaluations that reflect essential duties as stated in the duty statement. Identify opportunities for performance improvement of assigned staff, including working with performance deficiencies and training needs. Hold assigned staff accountable to high standards of patient treatment, team participation, and mutual respect. Ensure treatment services are delivered and documented in a timely manner.

	Promote practice of Equal Employment Opportunity and ensure compliance with department and hospital policies. Assist staff in problem-solving; meet with assigned staff as required to promote effective patient care, to address unresolved issues, and to specify program performance objectives. Review overtime and use of unscheduled time off, audit for patterns and trends, and provide recommendations for improvement and/or initiate corrective action.
10%	<u>RELATIONSHIPS WITH OTHER AGENCIES AND THE PUBLIC</u> Maintain effective relationships relative to program/department to meet operation needs to achieve the hospital's stated mission. Assist with establishing effective relationships with agencies involved in the transition of patients as appropriate to their dispositional track (CDCR, CONREP, BPT, Superior Court, Parole, other State Hospitals, etc.). Under the direction of the Program Director, assist in collection of data for use with agencies involved in transition of patients for return to court, return to CDCR, Parole, CONREP, etc., as appropriate to their dispositional track.
Other Information	Supervision Received: Program Director Supervision Exercised: Program office support staff (Structured Treatment Program Coordinator, Team Recorders, Medical Assistants, SSA-Training Coordinator, SSA-Account Manager and Office Technicians). KNOWLEDGE AND ABILITIES: KNOWLEDGE OF: Principles and methods of health care, rehabilitation, education and psychiatric treatment as related to the care and treatment of forensic clients, patients or inmates; principles for maximizing the physical, cognitive and social development of forensic clients, patients or inmates; specific expertise related to program content; principles, procedures and techniques of administering a multidisciplinary treatment program; principles and practices of personnel management and effective supervision; State and Federal laws and rules pertaining to developmental centers or State hospital administration; principles and practices of community organization, for developmentally or mentally disabled; research methods and techniques; principles and methods of training treatment personnel; a manager's role in equal employment opportunities. ABILITY TO:

	Assist with the planning and coordination of a program that provides care and treatment and maximizes the development of patients; direct research projects; analyze complex problems and take appropriate action; assist with the administration of a multidisciplinary patient treatment program; integrate the program with the overall functions of the hospital; communicate effectively; work independently in identifying the need for and developing proposed changes in program practices and procedures. REQUIRED COMPETENCIES ANNUAL HEALTH REVIEW All employees are required to have an annual health review and TB test or whatever 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 for controlling the spread of pathogens appropriate to job class and assignment. SAFETY Actively supports a safe and hazard free workplace through practice of personal safety vigilance in the identification of safety or security hazards. CPR Maintain current certification as indicated by local facility. THERAPEUTIC STRATEGIES AND INTERVENTIONS Applies and demonstrates knowledge of correct methods in the management of assaultive behavior as taught in Therapeutic Strategies and Interventions (TSI). DIVERSITY, EQUITY, AND INCLUSION Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients. PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION Maintain and safeguard the privacy and security of patient's protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPPA and all other applicable privacy laws. THERAPEUTIC RELATIONSHIPS / RELATIONSHIP SECURITY Demonstrate 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. SITE SPECIFIC COMPETENCIES Familiarity with the types of patients housed on and/or served by the program.
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	Ability to provide direction and guidance to staff related to the safe and appropriate management of patients with challenging behaviors. Ability to provide direction and information to assigned staff related to patient commitment types. Knowledge about staff issues specific to working with patients, including staff/patient involvement, staff burn-out, and training. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations. TECHNICAL COMPETENCIES Maintains proficiency in the use of the Local Area Network (LAN), including knowledge of hospital databases and computer programs; Wellness and Recovery Model Support System (WaRMSS) Structured Treatment Planning Process. LICENSE OR CERTIFICATION N/A TRAINING CATEGORY - 3 The employee is required to keep current with the completion of all required training. The employee is required to complete mandated leadership training and development curriculum for CEAs, managers, and supervisors upon initial appointment as outlined in Government Code Section 19995.4 PHYSICAL DEMANDS – See attached WORKING CONDITIONS: Report to work on time and follow procedures for reporting absences. Maintain a professional appearance. Appropriately maintain cooperative, professional, and effective interactions with employees, individuals, and the public. 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.
	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 _____ 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

Reviewing Supervisor's Signature

Date

Physical Requirements of Position
PROGRAM ASSISTANT (8102)

Activity	Never/Rarely < 5 min.	Infrequently 5-30 min.	Occasionally 31 min.-2.5 hrs.	Frequently 2.5-5.0 hrs.	Constantly > 5 hrs.	Comments
Interacting/communicating: Face-to-face with public	X					
By phone with public		X				
With inmate, patients, or clients			X			
With co-workers				X		
Supervising staff					X	
Lifting/Carrying						
0 - 10 lbs.			X			
11 - 25 lbs.		X				
26 - 50 lbs.	X					
51 - 75 lbs.	X					
76 - 100 lbs.	X					
100 + lbs.	X					
Sitting				X		
Standing			X			
Walking			X			
Running	X					
Crawling	X					
Kneeling	X					
Climbing		X (Stairs)				
Squatting	X					
Bending (neck)			X			
Bending (waist)		X				
Twisting (neck)			X			
Twisting (waist)			X			
Reaching (above shoulder)		X				
Reaching (below shoulder)		X				
Pushing & Pulling		X				
Power Grasping		X				
Handling (holding, light grasping)			X			
Fine fingering (pinching, picking)		X				
Computer use (keyboard, mouse)				X		
Walking on uneven ground		X				
Driving		X				
Operating hazardous machinery	X					
Exposure to excessive noise	X					
Exposure to extreme temp.	X					
Exposure to dust, gas, fumes, or chemicals	X					
Working at heights	X					