

State of California
DUTY STATEMENT



California Department of
State Hospitals

SH3002 (Rev. 02/2020)

RPA Control No.#	C&P Analyst Approval DRA	Date 04/21/2026
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Employee Name	Division Department of State Hospitals-Metropolitan			
Position No / Agency-Unit-Class-Serial 487-511-8102-XXX	Unit Continuum- Electronic Health Record (EHR)			
Class Title Program Assistant (Safety)	Location Standards and Compliance			
SUBJECT TO CONFLICT OF INTEREST ☐ Yes ☒ No	CBID S18	WORK WEEK GROUP E	PAY DIFFERENTIAL	OTHER

BRIEFLY (1 or 2 Sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general direction of the Program Director, the Program Assistant will assist in managing logistics for system updates, communication, job aids, training, and working with clinical supervisors and program management to ensure training is scheduled for all EHR initiatives. During implementation, one will administratively supervise superusers and trainers, and the other will lead change management initiatives at their facility.

% 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.)
	<u>ESSENTIAL FUNCTIONS</u>
20%	Create local initiatives for EHR program planning, development, and implementation that are tailored to a specific hospital facility's population, milieu, security level, and personnel culture.
20%	Manage logistics of activities related to EHR system updates, including communications to end users, distribution of job aids, additional training, and escalation of critical system issues to the Program Director.
10%	Coordinate with training officers and clinical supervisors to ensure that all staff are scheduled for and complete EHR related trainings.
10%	Administratively supervise facility EHR trainer and superuser staff.
10%	Develop and lead local facility organizational change initiatives to improve EHR system adoption and increase end user and patient satisfaction.
10%	Establish and support local EHR program priorities, such as staff retraining, workflow efficiency, quality improvement, change control requests, and feedback solicitation.
10%	Interview and recommend selection and allocation of support and clinical staff, students, and volunteers engaged in facility EHR project initiatives.

MARGINAL FUNCTIONS

5%

Act on behalf of the Program Director (Mental Disabilities Safety) in their absence.

5%

Performs other Program Assistant job-related work as requested by management.

Other
Information

SUPERVISION RECEIVED

The EHR Program Director supervises the Program Assistant

SUPERVISION EXERCISED

EHR Superuser Staff, EHR Trainer

KNOWLEDGE AND ABILITIES

Knowledge of: Basic principles and methods of health care, rehabilitation, education and psychiatric, principles, procedures and techniques used in planning, evaluating and implementing a multidisciplinary project; principles and practices of personnel management and effective supervision; State and Federal laws and rules pertaining to mental hospital administration; hospital organization, management and procedures; the Department's Equal Employment Opportunity objectives.

Ability to: Plan, direct and coordinate a program; direct research and evaluation projects, analyze complex problems and take appropriate action; formulate and manage a multidisciplinary team; integrate the EHR project 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; effectively contribute to the Department's Equal Employment Opportunity objectives.

SPECIAL REQUIREMENT**REQUIRED COMPETENCIES****PHYSICAL**

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control appropriate to the job class and assignment.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

CPR

Maintains current certification

SITE SPECIFIC COMPETENCIES

-

TECHNICAL PROFICIENCY (SITE SPECIFIC)

-

LICENSE OR CERTIFICATION - not applicable**TRAINING** - Training Category = Type II General

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

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

INFECTION CONTROL

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

WORKING CONDITIONS

Incumbent will continue to work from their current State Hospital location. To maintain Safety, the incumbent must be on-site at a State Hospital location at least 51% of the time.

EMPLOYEE IS REQUIRED TO:

- Report to work on time and follow procedures for reporting absences;
 - Maintain a professional appearance;
 - Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
 - Comply with hospital policies and procedures.
 - 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.
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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 can safely perform their essential job functions.

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.

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's 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