

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Health Records -		CLASSIFICATION TITLE Office Assistant (Typing)				
		WORKING TITLE				
		COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)		EFFECTIVE DATE				
California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities. CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department. Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.						
PRIMARY DOMAIN:						
Under the general supervision of the Health Record Technician II, Supervisor, or Office Services Supervisor II, the Office Assistant (OA) (Typing) in Health Information Management (HIM) is responsible for performing a wide variety of clerical duties requiring adaptation to various situations, judgment as to which learned work method to apply for the desired result, and the ability to communicate effectively. The OA (Typing) performs document review, scanning, filing, typing, and other office duties. The OA (Typing) performs duties as directed and consistent with HIM Policies and Procedures.						
% 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. <i>(Use addition sheet if necessary)</i>					
ESSENTIAL FUNCTIONS						
45%	Sorts clinical outpatient documents in terminal digit order or by document type. Prepares outpatient documents for scanning by repairing with clear tape, unfolding dog ears, and removing staples. Scans clinical outpatient documents into the electronic medical record ensuring correct placement of sections and correct document order. Bundles and numbers scanned outpatient documents for shipment to the Health Record Center. Retrieves completed clinical outpatient documents from the clinics and places them in the Medical Records for processing. Reviews records for completeness, identifies any incomplete outpatient documents (i.e., missing dates, time, signatures, California Department of Corrections and Rehabilitation [CDCR] numbers or names), and returns them to the appropriate clinician for completion or corrections.					

35% 15% 5%	Retrieves dental folders for patients scheduled for appointment and ensures they are available for the clinician's review. Files dental folders in terminal digit order when received in Medical Records. Reviews for correctness and labels patient transfer, patient intake and clinic documents, ensuring patient name and CDCR numbers match and are correct. Audits dental folders to ensure only appropriate documents are contained in the file. Files dental documents in the dental folders as generated by the clinicians. Purges dental folders for patients who are no longer at the facility and mails the documents to the appropriate institution. Delivers clinical documents to patient care areas as requested. Queries inmate locator and the Strategic Offender Management System for patient location, movement history, and CDCR number. Requests community outpatient, admission, and discharge documents from outside hospital and clinicians' offices. Enters information into various logs, including scanning volume, scanning backlog, telemedicine documentation, offsite clinical documentation, dictated reports, and other reports and logs as required. Types general correspondence using Microsoft Office and Cerner applications. Answers and directs telephone calls. Faxes documents to clinical, institutional, and headquarters staff as requested and appropriate. Processes and distributes incoming and outgoing mail. Responds to general customer inquiries. Performs other duties as required.
	KNOWLEDGE AND ABILITIES <i>Ability to:</i> Perform clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; and read and write English at a level required for successful job performance. DESIRABLE QUALIFICATIONS A demonstrated interest in assuming increasing responsibility. SPECIAL REQUIREMENT <i>Ability to:</i> Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT • CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this. SPECIAL PHYSICAL CHARACTERISTICS Persons appointed to this position must be reasonably expected to have and maintain sufficient strength, agility, and endurance to perform during stressful (physical, mental, and emotional) situations encountered on the job without compromising their health and well-being or that of their fellow employees or that of the incarcerated. SPECIAL PERSONAL CHARACTERISTICS • Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts. • Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement. • Ability to facilitate conversations as a coach and mentor, engaging in a respectful and

	understanding manner. • Ability to build trust, improve communication, and assist with the transformation of correctional culture. • Demonstrates interest in assuming increasing responsibility.	
SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE