

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – COALINGA**

**CLASSIFICATION:
OFFICE TECHNICIAN (TYPING)
(CNS-CENTRAL STAFFING OFFICE)**

Approved by Coordinator of Nursing Services – Amy Oquendo
Signature: 

Date Approved: 

1. **MAJOR TASKS, DUTIES AND RESPONSIBILITIES:** Under general direction from the Supervisor I, the Office Technician (Typing) is required to perform a variety of general office work within the Central Staffing Office. The incumbent will perform the most difficult clerical tasks and is expected to consistently exercise a high degree of initiative, and attention to detail in performing assigned duties.
 - 35%
 - **Assist Nursing Coordinator and Staffing Coordinator in maintaining employee shift scheduling and facility vacancy processes.** Prepares weekly schedules for unit vacancies. Receives and tracks information on employee absences and leaves; tracks scheduled vacation/annual leave and other approved time off. Liaison with Program administration to ensure schedule accuracy.
 - **Assists with timekeeping for Central Staffing Office (CSO) staff including Registered Nurses, Licensed Vocational Nurses, Psychiatric Technicians, and contracted registry personnel.** Ensures Central Nursing Services (CNS) staff's timecards are completed accurately and timely prior to being submitted appropriately to Personnel.
 - **Provides support to the Nursing Coordinator and Staffing Coordinator.** Drafts, edits, and finalizes correspondence for signature. Compiles and submits reports, types, files, performs reception and phone duties, use of various office machines (i.e. photocopier, facsimile, scanner, etc.).
 - 30%
 - **Process Daily Shift Reports for Staffing.**
 - **Ensure Daily Shift reports are completed in a timely matter, verifying content and format for accuracy.** Maintains the report according to established procedures in the staffing office.
 - 20%
 - **Maintain Administrative Directives and Nursing Policies and Procedures for the CSO.** Ensure directive updates are received, filed, and required copies are provided for departmental work centers.
 - **Open and process incoming mail.**
 - **Prepare outgoing mail appropriately, including specialty items such as overnight packages and certified mail.**
 - 10%
 - **Monitor and update CSO employee records for tracking**

completion of required Probes/IDP's, nursing competency and all required facility trainings evaluations.

- Tracks and Records completion dates for all Probes/IDPs. File and forward copies as directed to Personnel.
- Assists Nursing coordinator and Staffing Coordinator with monitoring employees trainings, nursing competency evaluations and keeps CNS department supervisors updated.

- 5%**
- **Maintain and order office supplies for the NOD Office.**
 - When appropriate, order additional supplies from Warehouse.

2. SUPERVISING RECEIVED:
Nursing Coordinator and Supervisor I

3. SUPERVISION EXERCISED:
None

4. KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

ABILITY TO: Perform difficult 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; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional

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.

DIVERSITY, EQUITY, AND INCLUSION: Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

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

TECHNICIAN PROFICIENCY (SITE SPECIFIC):

- Type a minimum of 40 words per minute
- Working knowledge of Microsoft Word
- Working knowledge of Microsoft Excel
- Working knowledge of Microsoft Access
- E-mail/Internet

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.
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

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – COALINGA**

**CLASSIFICATION:
OFFICE TECHNICIAN (TYPING)
PROGRAM SERVICES**

Approved by Clinical Administrator CEA – Jessica Jimenez
Signature: 

Date Approved:

6.11.26

1. **MAJOR TASKS, DUTIES AND RESPONSIBILITIES:** This is the advanced journey level which regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures. Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.

35% • **Composition/Document Preparation and Review/Typing:** Prepares narrative letters or reports for appropriate signatures, research information and prepare documents in accordance to general guidelines, reviews documents for compliance with complex criteria and evaluates adequacy of information.

- **Oral Communications:** Answer a variety of inquiries, gather and give information to the Program Director, Nursing Coordinator, Program Assistant and Unit Supervisor(s) concerning information they were asked to gather.

35% • **Recordkeeping, Data Entry and Reports:** Enters and transfers raw data from one source to another, performs arithmetical computations and derives statistical measures where the incumbent must gather the raw data from a number of publications and reports compiles and/or reconciles final reports using data collected from various sources, generate reports, and may develop format used to present data.

- Maintain daily employee sign-in sheets for each section of the Program, responsible for the correctness of time sheet (SH0634 New 03-15). Information for several departments within the Program Office which has constant change and numerous special projects which must be assigned to the correct programs, ensures that time is recorded correctly and charged properly pursuant to the new Department of State Hospitals – Timekeeping Manual (Version

#1.0, 07/29/14). Inform Supervisors when employee's utilization of time doesn't meet budgeted requirements and suggests appropriate revisions in schedules and deadlines.

- Completes weekly, monthly, quarterly, and annual reports.

25% • **Filing and Record Management:** Maintains logs, binders, most current revisions of Department manuals, policy and procedures for staff use, create and maintain tickler files, recordkeeping and filing systems such as classifying, sorting and filing of various documents, and necessary purging. Reviews records for compliance to guidelines.

5% • **Mail and Document Handling, Ordering, Maintaining Supplies and Equipment:** Duplicate materials using photocopy equipment, receive confidential materials, open, date stamp and review incoming mail, sort by order of importance and distribute appropriately. Prepare outgoing mail, including specialty items such as overnight packages.

- Initiates and/or reviews orders for special supplies and resolves problems concerning acceptability of supplies, delivery, schedule, etc.

2. SUPERVISING RECEIVED:

Program Director (Mental Disabilities-Safety)

3. SUPERVISION EXERCISED:

None

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- Office machinery proficiency.
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Print Name

Date

Supervisor Signature

Print Name

Date