

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Regional Support Team - Fresno Office		CLASSIFICATION TITLE Office Technician (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 direct supervision of the Office Services Supervisor (OSS II) and the in-direction of the Supervisor I, the Office Technician - Typing (OT (T)), performs a wide variety of routine and complex administrative and clerical support duties that require general knowledge of Department programs and policies and an understanding of Department-wide office practices and procedures. The OT (T) must communicate effectively with health care staff and exercise good judgment						
% 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					
35%	Schedules health care appointments in the Electronic Health Record System (EHRS); Completes, logs, and files appropriate documents while ensuring the protection of the patient's health care information. Prepares information for daily huddles and population management sessions. Remotely attends and actively participates in daily huddle(s) at assigned institution(s). Assists in maintaining the tracking systems identified in the Health Care Department Operations Manual (HCDOM), and Mental Health Services Delivery System (MHSDS) Program Guide. Monitors scheduling registries and request queues for orders and appointments needing attention, including rescheduling, revision, and/or resolution.					

30% 20% 10% 5%	Provides administrative clerical support to various regional departments and maintains information for the Program Support Unit activities in the assigned program area. Types, edits, tracks, distributes, and files correspondence, memorandums, reports, and other written materials. Independently composes general correspondence, reports, meeting agendas and minutes, and other types of communications. Develops and maintains tracking systems to log and track documents requiring signature approval; monitors and tracks assignments, follows up on overdue assignments, and tracks requests for information and other types of logged documents such as controlled correspondence and monthly reports. Reviews outgoing correspondence for spelling and grammar, and for consistency with Department policies and procedures. Develops, organizes, and maintains incoming and outgoing correspondence files, ensuring the files are available and up to date. Attends all trainings and meetings directed by the OSS II or designee, and/or as directed by the Department. Performs administrative and clerical support duties to assist with quality improvement activities such as chart reviews, audits, and participation on project improvement teams. Assists in the development, revision, and implementation of policies and procedures as directed by the OSS II or designee. Maintains a safe and secure work environment and follows all safety precautions and Department policies and procedures. Reports on any unsafe or inappropriate equipment conduct and/or activity to management. Travels to assigned institutions and performs onsite health care program clerical support. Performs other duties as required.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Modern office methods, supplies, and equipment; business English and correspondence; and principles of effective training. <i>Ability to:</i> 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; and provide functional guidance. DESIRABLE QUALIFICATIONS Education equivalent to completion of the twelfth grade. Demonstrate proficiency in Microsoft Office Suite; optional: Visio, Project, Access, and various clinical applications. 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. • Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. 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 inmates. 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.	
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