

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Mental Health		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)/ California Correctional Health Care Services (CCHCS) values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.						
PRIMARY DOMAIN:						
(Position Summary) Under the general direction of the CHSA II/Chief Psychiatrist/Chief of Mental Health/Chief Psychologist/Sr. Psychologist, and the direct supervision of the OSS II, the Office Technician (T) is responsible for confidential and administrative functions associated with compliance with Federal, State and local agencies. Complex program responsibilities requiring careful coordination of activities and computer program knowledge which includes maintenance of the Mental Health tracking system (MHTS), referral to appropriate subordinate staff of numerous inquiries, directives, etc. from institution staff, the public, the department and other agencies.						
% 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. (Use addition sheet if necessary)					
ESSENTIAL FUNCTIONS						
50%	Performs receptionist duties for the health care management staff including screening and directing calls, visitors, and mail. Schedules meetings, makes travel arrangements, and prepares travel claims. Keeps supervisory staff abreast of upcoming meetings, trainings, and seminars. Data entry/maintenance of MHTS, arranging appointments for inmate patients, tracks appointments for inmate-patients, processes referrals/consultations, monitors medication renewals, maintains follow-up and tickler files, produces reports for Coleman audits, Health Care Services Division, etc. Prepares and distributes a monthly on-call schedule. Establishes, scan, and maintains mental health files. Maintains confidentiality required by law of both inmate-patient and personnel issues.					
40%	Attends meetings, takes and transcribes minutes. Provides typing and dictation support of the Chief Psychiatrist/Chief of Mental Health/Chief Psychologist/Sr. Psychologists, to include assisting with Mentally disabled Offender (MOO) consultation process, OOPS information updates, letters, memorandums, reports, manual revisions, operations plans, personnel actions, general filing and scanning, Xerox copying, pulling health records. Reviews correspondence for spelling grammatical correctness and distributes mail. Prepares documents using computer and possesses knowledge of Microsoft Word, Excel, and/or any other programs as dictated by supervisory staff					
10%	Responds to a variety of inquiries from staff regarding compliance issues, inmate appointments, and time keeping issues. Provides general services support to mental health staff regarding personnel considerations and changes. Maintains office supplies and Mental Health forms. Telephone coverage and other					

	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Modern office methods, supplies and equipment; business English and correspondence, principles of effective training. <i>Ability to:</i> Perform the more complex clerical work; 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 guidance.
	DESIRABLE QUALIFICATIONS Special requirement: Ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. Interpersonal Skills: Work independently in a team setting. Additional Desirable Qualifications: Education equivalent to completion of the twelfth grade. OTHER DOMAINS 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 exert up to 20 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time. The following is a definition of on-the-job time spent in physical activities: Constantly: Involves 2/3 or more of a workday Frequently: Involves 1/3 to 2/3 of a workday Occasionally: Involves 1/3 or less of a workday N/A: Activity or condition is not acceptable <u>Standing:</u> Frequently-stands for periods of time to file/refile, at the copy machine, and other office machines. <u>Walking:</u> Frequently-has to walk throughout institution on uneven, sometimes rough terrain-including walking up and down ramps and slopes. <u>Sitting:</u> Constantly-at a desk or computer table. There is a flexibility for movement on a frequent basis to break sitting with standing and walking. <u>Lifting:</u> Frequently-lifts files weighing a few ounces and rarely files weighing up to 20 lbs.

Carrying: Frequently-this activity can be considered to require the same physical demands of lifting.

Stooping/Bending/Kneeling/Crouching: Frequently-stretches, stoops/bends, kneels, and crouches to pull/refile documents from the lower shelves in filing cabinets.

Reaching in Front of Body: Frequently-will be utilizing a keyboard and reaching for items such as the telephone, files and supply boxes.

Reaching Overhead: Occasionally-reaches overhead to retrieve objects from the top shelf of the file cabinet.

Climbing: Frequently-Climbs when using the step stool to reach objects. Climbs steps throughout the institution during performance of regular work responsibilities.

Balancing: Occasionally-balances when using the stop stool, stairs for lifts.

Pushing/Pulling: Frequently-has to push/pull to open file drawers, desk drawers, carts and racks.

Fine Finger Dexterity: Constantly- will use fine-finger dexterity to write information onto documents and to type information into the computer, manipulate equipments such as a fax machine or telephone.

Hand/Wrist Movement: Constantly- uses hands and wrists in the handling of documents and files, typing data entry and writing.

Crawling: N/A

Driving: Occasionally

Sight/Hearing/Speech/Writing Ability: Adequate vision and hearing, as well as the ability to write and speak clearly, are required to effectively perform the essential job duties. The OT will frequently use hearing, speech and written language to interface with staff, visitors, patients and community.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The OT works in an office with his/her own desk area and computer, with florescent lighting and a thermostatically controlled environment.

MACHINES, TOOLS, EQUIPMENT, AND WORK-AIDS: The OT utilizes a computer, a printer, a telephone, vertical filing cabinets, copy machines, shredder, fax machine, typewriter, and the usual office supplies.

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 HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

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
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