

DUTY STATEMENT
DSH3002 (Rev. 03/2024)



California Department of
State Hospitals

Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date
Employee Name		Division Department of State Hospitals		
Position No / Agency-Unit-Class-Serial 502-340-1139-XXX		Unit Medical Services		
Class Title Office Technician (Typing)		Location Patton		
Subject to Conflict of Interest ☐ Yes ☒ No		CBID R04	Work Week Group: 2	Pay Differential
Other				
Under direction Of the Medical Services Administrator and Management Team, is responsible to perform a variety of general office work. 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. Assigned duties include but are not limited to:				
% 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). Essentials Functions in Bold.			
50%	Answers department telephone, assist callers, forwards calls, and takes messages as needed for department staff. Assist with the organization and daily functioning of the Medical Services External Coordinator office; Reviews, copies, and distributes medical reports received for internal clinics and/or external facilities; takes part in data collection regarding Medical Services Department in collaboration with Medical Services Administrator and Management Team; consults with other department officials, employees, and others to secure needed information; prepares reports and makes recommendations on procedures, policies, and department alternatives; communicated With internal clinics and/or external facilities and agencies to assist the normal functioning of the medical services department. Assist entering data into Wellness and Recovery Model Support System (WaRMSS), as it pertains to clinic appointments internally and externally.			
10%	Verify daily with Corrections that all Authorizations for Temporary Removal (ATR) have been completed for next day appointments. Update and issue out the External Transportation Log daily for next day appointments. Notify staff immediately of any changes regarding appointments.			
10%	Assist with the preparation of appointment packets. Makes copies and fax out as needed.			
10%	Manage information for ECT appointments. Tracking, attending and assisting with the collection and preparation of the necessary			

	documentation required to initiate treatment and keep ongoing as clinically indicated.
5%	In collaboration with other support staff, maintains database for patient physicals. Prepares lists of patients with overdue physicals and those needing physicals for the coming month. Distributes lists to units and examiners.
5%	Distribute department mail.
5%	Prepares, types, and distributes memos and reports for department staff. Attends Medical Service Meetings, and as needed, takes notes, and transcribes minutes.
5%	Orders and maintains supplies and equipment for the department.
Required Competencies	SUPERVISION RECEIVED: Supervision is received from the Administrator of Medical Services and Supervisor I. SUPERVISION EXERCISED: None ABILITY TO: Perform difficult clerical work, including the 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. KNOWLEDGE OF: Modern Office methods; supply and equipment; business English and correspondence; principles of effective training. Comprehensive knowledge of the Hospital's record keeping process, as well as Health Insurance Portability and Accountability Act (HIPAA) and Other confidentiality guidelines. Computer literacy in Microsoft Excel Worksheets, Microsoft Word, Exchange (Outlook), Internet, Intranet, Microsoft Teams, WaRMSS, WebEx, CISCO Telepresence. Demonstrates ability to utilize e-mail. Apply principles and practices of public personnel management. TECHNICAL PROFICIENCY (SITE SPECIFIC) Proficient in usage of desktop computers, and accompanying equipment, such as printers, faxes, scanners. Proficient in usage of other office equipment, including telephones, printers, shredders, WebEx, Telepresence.

	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. 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 in accordance with policy. CULTURAL AWARENESS: Demonstrates awareness to multicultural issues in the workplace that enable the employee to work more effectively. 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.
License or Certification	Typing Certificate
Training	The employee is required to keep current with the completion of all required training.
Working Conditions	The employee is required to work 07:30 – 16:00 Monday to Friday. 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 duties.
Other Information	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.

	The employee is required to work any shift and schedule in a variety of settings and security areas 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. 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).		
	_____ Office Technician (Typing) (Employee Signature)	_____ Print Name	_____ Date
	I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.		
	_____ Classification (Supervisor Signature)	_____ Print Name	_____ Date
	_____ Classification Reviewing Supervisor Signature	_____ Print Name	_____ Date