DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Nursing Services – Mental Health	CLASSIFICATION TITLE Medical Assistant				
	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 clinical supervision of the Chief Psychiatrist, Correctional and Rehabilitative Services (Safety), the administrative supervision of the Supervising Registered Nurse (SRN) II/III, Correctional Facility (CF), and the direction of the Staff Telemental Health (TMH) provider, the Medical Assistant (MA) provides support to the TMH provider in a variety of health care settings. The MA is responsible for assisting with TMH clinic visits including preparing patients and administrative support for clinics as needed, assisting with on-site correspondence and care coordination between TMH and on-site staff, and providing support to the mental health care team for daily operations.

% 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
40%	As a member of the mental health treatment team, facilities appropriate access to care, provides care coordination to patients, reviews patient health records, scheduling, and the Quality Management Master Registry to assist in the organization and scheduling of activities, and to facilitate the appropriate delivery of health care services across disciplines and health care domains for patients assigned to the TMH clinician's panel. Prepares and explains the encounter/ evaluation process to patients. Prepares interview rooms for patient evaluations, facilitates the institution-side video-conferencing connection, and assists the TMH provider as needed. Ensures

	equipment necessary to facilitate TMH appointments is in good working order and collaborates with the information technology (IT) team to troubleshoot technology issues that may arise. Collects and documents patient health data and patient's subjective health care concerns and symptoms for the TMH clinician's review. Obtains and documents clinical data such as vital signs, height, weight, observations of patient behavior and health status in the patient health record. Communicates instructions from the TMH provider to the patient in writing and/or verbally. Facilitates distribution of paperwork to patients as directed by TMH provider and obtains patient signature as needed, such as for medication consent forms or refusals. Facilitates upload of such documents to patient chart through proper channels as needed. Facilitates TMH cell front communication with patients as indicated. Communicates with members of the treatment team and conveys team concerns to the TMH provider. Performs therapeutic interventions within their scope of practice as specifically directed by the TMH provider, and documents care in the patient health record. Identifies signs of physical or emotional distress in patients and communicates findings to the TMH provider, Registered Nurse, and/or supervisor. Performs basic life support in emergency situations. Processes orders in accordance with current procedures. Under the direction of the TMH provider, perform patient oriented procedures consistent with training and scope of practice. Performs electrocardiograms, immunizations, administers tuberculosis skin tests, measures, and documents findings in the patient health record (may not interpret).
40%	Performs various administrative duties such as maintaining health records, scheduling patient appointments, and creating/maintaining the TMH provider's daily schedules. Arranges for multidisciplinary meetings between the TMH provider and mental health team with medical and dental staff as needed for patient care. Prepares daily task lists for completion, including documentation of recent laboratory results, rules violation reports, medication and/or laboratory refusals. Daily, completes required documents in accordance with policies such as Audit Information Management System forms, laboratory requirements, and medication monitoring. Accompanies patients from the waiting area to interview rooms with, or without, the assistance of correctional officers. Participates in the mental health treatment team huddle and population management sessions. Collaborates with the interdisciplinary treatment team (IDTT) to prevent or delay onset of chronic disease and mental health decompensation and to coordinate care to achieve optimal clinical and quality of life outcomes. Escalates clinical abnormalities or concerns to the TMH provider. Utilizes decision support tools such as master registry, patient summaries, scheduling and diagnostics reports, and other tools to assist the TMH provider in monitoring the effectiveness of treatment planning and adjusting course of care in collaboration with the mental health treatment team. Maintains appropriate accountability of inventory, equipment, and supplies. Restocks and orders necessary supplies and equipment and elevates barriers to SRN II, CF. Maintains the cleanliness of interview rooms and all treatment areas. Adheres to infection control, standard precautions, and protocols in the use of personal protective equipment, as needed, for all patient care procedures, equipment maintenance, and waste disposal.
10%	Attends all trainings, meetings and committees as directed by the Chief Nurse Executive (CNE), Chief Psychiatrist (CP), or designee(s). Participates in quality improvement activities such as chart reviews, audits, and participation on the Quality Improvement Team. Assists in the development, revision, and implementation of all policies and procedures as directed by the CNE, CP, or designee(s).
5%	Maintains a safe and secure work environment and follows all safety precautions and Department policies and procedures. Reports any unsafe equipment or inappropriate conduct and/or activity to management.
5%	Performs other duties as required.

KNOWLEDGE AND ABILITIES

Knowledge of: Fundamentals of medical assisting including administration; medical and mental health procedures and techniques involved with patient care; principals used when caring for individuals who are immobile; medical and mental health terminology; and general clinical routines; knowledge of proper use of medical and office equipment, including various generic software, and general correctional facility routines.

Ability to: Apply Medical Assistant skills and procedures as regulated by certification; observe and document symptoms and behavior; maintain accurate records and prepare reports; gain the respect and cooperation of patients; work effectively with patients and the interdisciplinary treatment team; function effectively in an emergency situation; and practice universal precautions.

DESIRABLE QUALIFICATIONS

Knowledge of: Fundamentals of medical assisting to include administrative and clinical tasks; general clinic routines; medical and mental health procedures and techniques involved with patient care; principals used when caring for individuals who are immobile; medical and mental health terminology; proper use of medical and office equipment, including various generic software; and basic principles of effective verbal and written communications.

Ability to: Perform MA skills and procedures as regulated by certification; observe and document symptoms and behavior; maintain accurate records and prepare reports; gain the respect and cooperation of patients; work effectively with patients and the IDTT; function effectively in an emergency situation; and practice standard precautions. Ability to work mandated overtime hours as needed.

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.
- Complete continuing eduction as required for maintenance of California Medical Assistant Certificate and as a condition of employment (40 hours of In-Service Training and on-th-job training, annually).

SPECIAL PHYSICAL CHARACTERISTICS

Incumbents appointed to these positions must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally difficult emergency situations without endangering their health and well-being, or that of their fellow employees, patients, inmates, or the public.

Incumbents will have substantial contact and responsibility for penal code offenders and requires the ability to respond to emergencies and protect the public.

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