DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Nursing Services – Nurse Executive	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:	

Under the general supervision of the Chief Nurse Executive (CNE), the Office Technician (OT) (Typing), independently 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 (Typing) must possess the ability to communicate effectively 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
35%	Provides all necessary administrative support; maintains work schedules and calendars; answers telephones, records messages, and routes calls as appropriate; ensures appropriate routing of documents; sends and/or receives facsimiles; photocopies and arranges mass printing of materials; processes incoming and outgoing mail in the most appropriate and expeditious mail delivery system and method; arranges for materials to be duplicated; and acts as a courier. Processes incoming and outgoing Executive email and identifes and escalates urgent items. Collaborates with institutional nursing supervisors to establish and maintain a well-organized filing system for accurate and timely retrieval of chronological and subject files, assignment data, and documents. Creates and maintains a local assignment log and tracks staff person assigned and project due dates; follows-up on over due assignments. Maintains a personal assignment log and tracks and reports assignment status, and documents progress and completion dates.

25%	Types reports, letters, and memorandums, as assigned. Uses appropriate routing slips and templates for all written assignments, memorandums, and approval to appoint packages. Logs, routes, and tracks documents requiring signature approval. Tracks and maintains a chronological file of incoming and outgoing correspondence from internal and external sources. Independently, or with minimal direction, composes correspondence, meeting notices, reports, and general requests for health care program information using Department approved software programs. Edits outgoing correspondence prepared by nursing staff; ensures consistency with administrative policy, as well as format, grammar construction, adherence to departmental policies; and works with author to make necessary corrections. May assist in gathering and screening of data for various institutional, regional, and statewide reports and documents, which requires knowledge of California Correctional Health Care Services goals.
20%	Sets meeting agendas, identifies participants, and schedules meeting locations. Using Outlook, sends out meeting requests; sets up conference calls and conference lines as needed; duplicates meeting handouts and drafts, and finalizes meeting agendas. Arranges for meeting space using the approved room reservation policy. Records and prepares minutes and action items for regular and ad hoc meetings. Ensures timely approval and distribution of minutes and action items to staff and follows-up on action items, as appropriate. Maintains a "proof of practice" file of minutes and action items for each area designated. Makes travel arrangements and prepares travel expenses for CNE. Works with Accounting to rectify any problems. Identifies, reviews, and resolves issues related to Personnel, computers, travel requests, and other areas of concern.
10%	Attends all trainings, meetings, and committees as directed by the CNE or designee. Performs administrative and clerical support duties to assist staff perform quality improvement activities such as chart reviews, audits, and participation on the Quality Improvement Team. Assists in the development, revision, and implementation of office policies and procedures as directed by the immediate supervisor or the CNE or designee.
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:* Modern office methods, supplies, and equipment; business English and correspondence; and 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 guidance **SPECIAL REQUIREMENT** *Ability to:* Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

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.

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 the incarcerated.

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.
- Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

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

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				
	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:	

Under the general direction of the Senior Psychologist Supervisor the Office Technician is responsible for the general supervision of the clerical staff along with 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%	Data entry/maintenance of MHTS, arranging appointments for the incarcerated patients, tracking of appointments for the incarcerated patients, processing referrals/consultations, monitoring medication renewals, maintaining follow-up and tickler files, producing reports for Coleman audits, Health Care Services Division, etc.
40%	Typing and dictation support of the Chief Psychiatrist/Sr. Psychologist, to include assisting with Mentally disabled Offender (MDO) consultation process, DDPS information updates, letters, memorandums, reports, manual revisions, operations plans, personnel actions, general filing, Xerox copying, pulling health records, taking and transcribing meeting minutes, review outgoing correspondence for spelling grammatical correctness, mail distribution.
10%	Respond to a variety of inquiries from staff regarding compliance issues, the incarcerated appointments, and time keeping issues. Maintain office supplies and Mental Health forms. Telephone coverage and other miscellaneous duties as assigned.

KNOWLEDGE AND ABILITIES

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

Ability to: 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

Education equivalent to completion of the twelfth grade.

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 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

Standing: Frequently-stands for periods of time to file/refile, at the copy machine, and other office machines.
Walking: Frequently-has to walk throughout institution on uneven, sometimes rough terrain-including walking up and down ramps and slopes.
Sitting: Constantly-at a desk or computer table. There is a flexibility for movement on a frequent basis to break sitting with standing and walking.
Lifting: 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.
- A demonstrated interest in assuming increasing responsibility.
- Work independently in a team setting.

GENERAL POST ORDER ADDENDUM.

General requirements: Incarcerated/patients with disabilities are entitled to reasonable modifications and accommodations to COCR policies, procedures, and physical plant to facilitate effective access to COCR programs, services, and activities. These modifications and accommodations might include, but are not limited to, the following:

- measures to ensure effective communication (see below);
- housing accommodations such as wheelchair accessible cells, medical beds for incarcerated/patients who cannot be safely housed in general population due to their disabilities, dorm housing, or ground floor or lower bunk housing;
- health care appliances such as canes, crutches, walkers, wheelchairs, glasses, and hearing aids; and

- work rules that allow the Incarcerated /patient to have a job consistent with his/her disabilities. Medical staff shall provide appropriate evaluations of the extent and nature of the incarcerated disabilities to determine the reasonableness of requested accommodations and modifications.

Equally Effective Communication: The Americans with Disabilities Act (AOA) and the *Armstrong* Remedial Plan require COCR to ensure that communication with individuals with disabilities is equally effective as with others.

- Staff must identify incarcerated/patients with disabilities prior to their appointments.
- Staff must dedicate additional time and/or resources as needed to ensure equally effective communication with the incarcerated/patients who have communication barriers such as hearing, vision, speech, learning, or developmental disabilities. Effective communication measures might include slower and simpler speech, sign language interpreters, reading written documents aloud, and scribing for the incarcerated/patient. Consult the ADA Coordinator for information or assistance.
- Staff must give primary consideration to the preferred method of communication of the individual with a disability.
- Effective communication is particularly important in health care delivery settings. At all clinical contacts, medical staff must document Whether the incarcerated /patient understood the communication, the basis for that determination, and how the determination was made. A good technique is asking the incarcerated/patient to explain what was communicated in his or her own words. It is not effective to ask "yes or no" questions; the incarcerated /patient must provide a substantive response indicating understanding of the matters that were communicated.
- Staff must obtain the services of a qualified sign language interpreter for medical consultations when sign language is the incarcerated /patients' primary or only means of communication. An interpreter need not be provided if an incarcerated/patient knowingly and intelligently waives the assistance, or in an emergency situation when delay would pose a safety or security risk, in which case staff shall use the most effective means of communication available such as written notes.

DECS: The Disability Effective Communication System (DECS) contains information about incarcerated/patients with disabilities. Every institution has OECS access and staff must review the information it contains in making housing determinations and providing effective communication.

Housing restrictions: All incarcerated/patients shall be housed in accordance with their documented housing restrictions such as lower bunks, ground floor housing, and wheelchair accessible housing, as noted in DECS and their central and medical files. All staff making housing determinations shall ensure that incarcerated/patients are housed appropriately.

Prescribed Health Care Appliances (including dental appliances): Staff (health or security) shall not deny or deprive prescribed health care appliances to any incarcerated/patient for whom it is indicated unless (a) a physician/dentist has determined it is no longer necessary or appropriate for that incarcerated/patient, or (b) documented safety or security concerns regarding that incarcerated/patient require that possession of the health care appliance be disapproved. If a safety or security concern arises, a physician, dentist, Health Care Manager, or Chief Medical Officer shall be consulted immediately to determine appropriate action to accommodate the incarcerated/patient's needs.

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

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Dental Program	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:

Under the direction of the Health Program Manager III or the Supervising Dentist, Correctional Facility, the Office Technician (OT) (Typing), independently performs a wide variety of routine and complex administrative and clerical support duties at institution dental clinics. The OT (Typing) performs duties that require general knowledge of The Dental Program, and Health Care Department Operations Manual (HCDOM), and an understanding of dental clinic practices, procedures, and systems.

% 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
35%	Provides clerical support for institution dental clinical staff. Enters dental program data from various forms and logs (e.g., *Health Care Services Request* [CDC 7362], treatment logs, annual and bi-annual dental examination requests, daily dental encounter forms, screening forms) using dental program and institution databases and/or manual information tracking logs to ensure compliance with the HCDOM, Chapter 3, Article 3 Dental Care.
35%	Enters patient appointment scheduling data and health record information into the dental scheduling tracking system and the electronic health record systems. Creates, monitors, and updates dental appointment schedules daily. Maintains, monitors, and tracks dental appointment scheduling logs. Coordinates emergency dental referrals to the appropriate dental yard or dental staff member. Receives, tracks, and distributes CDC 7362s to the proper dentist for dental treatment. Receives, distributes, and tracks *Trust Account Withdrawal Orders* (CDC 193) and appeals documents. Logs, monitors, and maintains health record information (Unit Health Record/Electronic Unit Health Record, Electronic Health Record System) for the dental patient being seen in compliance with HCDOM, Chapter 3, Article 3 Dental Care.

25%	Answers incoming calls, takes/delivers messages, and directs calls to appropriate staff. Prepares custody requirements for outside visitors. Processes and distributes mail. Independently composes correspondence; types, prepares, reviews, and edits documents; assists in maintaining all forms. Prepares meeting agendas and applicable information, organizes and attends meetings, reserves conference rooms, and takes/prepares meeting minutes. Attends training classes (e.g., in-service and annual). Develops, organizes, and maintains office files and records management. Maintains and updates dental program and institution manuals. Organizes and maintains statistical and other record keeping. Orders, maintains, and organizes office supplies and equipment. Assists in the operation of office machines and equipment.
5%	Performs other duties as required.
	KNOWLEDGE AND ABILITIES *Knowledge of:* Modern office methods, supplies and equipment; business English and correspondence; and 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; and provide functional guidance. **DESIRABLE QUALIFICATIONS** Education equivalent to completion of the twelfth grade. **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, printed, or typewritten material **SPECIAL PHYSICAL CHARACTERISTICS** Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, the incarcerated, or 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

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Administrative Support - Executive	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 supervision of the Chief Support Executive, the Office Technician (OT) (Typing), independently 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 (Typing) must possess the ability to communicate effectively 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
45%	Types, edits, tracks, distributes, and files medical and general memorandums, and documents, including confidential correspondence, confidential medical reports, investigations, and other sensitive reports. Creates and maintains spreadsheets, charts, training materials, and other types of written communications; answers telephone calls, takes and delivers messages, responds to internal requests for information; processes and distributes mail; and operates a variety of office machines and equipment. Screens calls and visitors, answers general questions from the public and routes phone calls and information requests to the appropriate staff. Schedules meetings, reserves conference rooms, takes meeting minutes, makes travel arrangements, and maintains ongoing office filing systems. Ensures that confidential files and sensitive materials are kept secure and that proper procedures are followed when the files are used. Gathers needed information to

	identify priorities, make sound decisions, and initiate and take appropriate actions.
25%	Independently composes general correspondence, reports, meeting agendas, and other types of office communications. Develops and maintains tracking systems to meet the needs of the office; monitors and tracks office assignments, requests for information, and other types of logged documents such as controlled correspondence and monthly reports. Schedules and processes training requests, tracks and files attendance at training classes, and maintains office training records. Develops, organizes, and maintains the office correspondence files and ensures office manuals and records are available and up-to-date.
15%	Serves in the pool of administrative staff resources to enhance institution work efficiencies and staff cross-training.
10%	Prepares, processes, and assists others in completing office forms and following Department procedures for attendance, training, travel advances, travel claims, supply orders, timesheets, absence requests, and other related administrative Department forms. Checks office machines and equipment to make sure they are in working order and schedules maintenance as necessary; assists others in the operating office machines and equipment.
5%	Performs other duties as required.

KNOWLEDGE AND ABILITIES

Knowledge of: Modern office methods, supplies, and equipment; business English and correspondence; and 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 guidance.

SPECIAL REQUIREMENT

Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

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.

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 the incarcerated.

	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

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Nursing Services – Outpatient Clinic Services	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 general supervision of the Supervising Registered Nurse (SRN) II/III, Correctional Facility (CF) and the direction of the Registered Nurse, CF, the Office Technician (OT) (Typing), in an outpatient health care setting, 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 (Typing) 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
35%	Schedules health care appointments; develops, maintains, and updates the patient health care appointments schedule tracking system; and completes, logs, and files appropriate documents. Compiles and distributes the daily health care appointment ducat list and ensures the protection of the patient's health care information. Prepares information for daily huddles and population management sessions. Attends and actively participates in the daily huddle and maintains daily huddle records including attendance. Verifies patient identities and logs each patient attending the clinic into the daily ducat sheet. Retrieves, maintains, distributes, and files health record documents. Answers telephone calls, takes and delivers messages; responds to internal requests for information; screens calls and visitors; and routes telephone calls and information requests to the

	appropriate staff. Assists in maintaining the tracking systems identified in the Incarcerated Medical Services Policies and Procedures.
25%	Provides administrative clerical support and maintains information for the nursing services 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 other types of office communications. Develops and maintains tracking systems to log in 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 correspondence files including all incoming and outgoing correspondence and ensure the files are available and up to date.
20%	Schedules and coordinates meetings, creates agendas and handouts, and takes minutes for assigned program areas. Maintains office machines and equipment and assists others in operating office machines and equipment. Orders, maintains, and distributes office supplies, and ensures inventory is accurate and adequate to meet the supply requests. Prepares, processes, and assists others in completing office forms.
10%	Attends all trainings, meetings, and committees as directed by the SRN II/III, CF or designee. Performs administrative and clerical support duties to assist staff perform quality improvement activities such as chart reviews, audits, and participation on the Quality Improvement Team. Assists in the development, revision, and implementation of office policies and procedures as directed by the SRN II/III, CF or designee.
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:* Modern office methods, supplies, and equipment; business English and correspondence; and 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 guidance. **SPECIAL REQUIREMENT** *Ability to:* Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. **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.

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 the incarcerated.

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

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Nursing Services – Nursing Staff Development	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 general supervision of the Supervising Registered Nurse (SRN) II/III, Correctional Facility (CF) and the direction of the Nurse Instructor (NI), CF the Office Technician (OT) (Typing) 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 (Typing) supports the activities of the NI and Mental Health Nurse Educator. The OT (Typing) 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
40%	Provides administrative clerical support and maintains information for the nursing services activities in the assigned program area. Schedules meetings, reserves conference rooms, takes meeting minutes, makes travel arrangements including travel advances and travel claims, orders supplies, and maintains ongoing office filing systems. Prepares, processes, and assists others in completing training forms and tracks all nursing in-service and off-site training. Maintains and updates training calendar. Assists with preparing training materials including arranging for mass printing of materials. Schedules and processes training requests, monitors training attendance, and maintains office training records. Answers telephone calls, takes and delivers messages; responds to internal requests for information; screens calls and visitors; and routes telephone calls and information

	requests to the appropriate staff.
40%	Types, edits, tracks, distributes, and files correspondence, memoranda, reports, maintains spreadsheets, charts and training materials, and other written materials. Responds to internal requests for information; processes and distributes mail; and operates a variety of office machines and equipment. Independently composes general correspondence, reports, meeting agendas, and other types of office communications. Develops and maintains tracking systems to log in 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 correspondence files including all incoming and outgoing correspondence and ensures the files are available and up to date.
10%	Attends all trainings, meetings, and committees as directed by the SRN II/III, CF or designee. Performs administrative and clerical support duties to assist staff perform quality improvement activities such as chart reviews, audits, and participation on the Quality Improvement Team. Assists in the development, revision, and implementation of office policies and procedures as directed by the SRN II/III, CF or designee.
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:* Modern office methods, supplies, and equipment; business English and correspondence; and principles of effective training. *Ability to: 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 guidance **SPECIAL REQUIREMENT** *Ability to:* Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. **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. **SPECIAL PHYSICAL CHARACTERISTICS**

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EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE