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)/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 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; 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

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

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