DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Medical Services	CLASSIFICATION TITLE Office Services Supervisor II (General)				
	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 direction of the Chief Support Executive or the Correctional Health Services Administrator I/II, Correctional Facility, the Office Services Supervisor II (OSS II) (General) is responsible for planning, directing, and coordinating varied administrative support and clerical activities at an institution health care program. The OSS II (General) supervises clerical staff and may assign resources where needed to support health care administrative service functions. The OSS II (General) trains and supervises staff and manages the unit workload.

% 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
55%	Supervises, trains, and directs clerical staff performing various administrative support and clerical tasks (e.g., developing simple correspondence, scheduling appointments, maintaining calendars, taking meeting minutes, filing documents). Resolves operational clerical and administrative support problems and makes recommendations for change in instructions and/or guidelines to ensure compliance with laws, rules, procedures and policies. Delegates tasks and assignments to subordinate staff. Ensures deadlines are met. Relays and interprets to staff administrative decisions, policies, and instructions that impact the clerical support units. Acts as a liaison between upper-management and line staff regarding processes and procedures. Assists in establishing goals and plans for the unit. Schedules and facilitates staff meetings and conducts ongoing training

	and provides instructions on work processes and procedures. Ensures compliance with Department policies and procedures.
20%	Relays and interprets administrative decisions, policies, and instructions impacting unit staff. Types responses or verbally responds to inquiries from management and staff regarding scheduling, clinician assignments, space, and basic program functions. Reviews, evaluates, and recommends changes to policies and operating procedures impacting the clerical support unit. Updates desk procedures and staff duty statements. Responds to inquiries from management and staff regarding scheduling, clinician assignments, space, and the basic functions of the programs. Reviews routine monthly reports and conveys findings to management. Ensures supplies and forms are adequately stocked for all staff. Coordinates space planning for staff. Reviews clerical staff and unit work products, processes and performance and develops training plans for areas that need improvement.
20%	Monitors employee work performance and prepares employee performance reports. Provides feedback to staff through annual evaluations and periodic probationary reports. Develops employee performance or behavior improvement plans and addresses or elevates employee performance or behavior issues. Initiates and/or participates in the progressive disciplinary processes. Approves or denies employee leave requests and approves employee training.
5%	Performs other duties as required.

KNOWLEDGE AND ABILITIES

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

Ability to: Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations; 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; plan, organize, direct, and supervise the work of others; work independently, modify established procedures and methods to meet changing needs, and supervise the work of a medium sized group; and work independently, modify established procedures and methods to meet changing needs, and supervise the work of a medium sized group.

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.

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