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 Services Supervisor II (General)
	WORKING TITLE

COI	WORK WEEK GROUP	CBID	TENURE	TIME BASE
Yes ☐ No ☐				

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 Psychologist, the Office Services Supervisor II (General) is responsible for organizing, directing and supervising the Mental Health Tracking System, the Reception Center Mental Health Screening System and the Clark Developmentally Disabled Automated Tracking System as well as support staff associated with the programs.

% 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
30%	Ensure accurate and timely data entry and closure of information in each tracking system regarding mental health services (within 48 hours of clinical service). Supervises the day-to-day operation of all Mental Health Tracking systems and clerical staff.
20%	Prepare written reports and responses to inquiries and issues regarding mental health tracking statistics for clinical services. Collects, reviews, and interprets data regarding all tracking systems to ensure compliance with timelines for mental health services.

15%	Responsible for staff assignments, staff coverage, staff performance reports, and Individual Development Plans (IDP).
10%	Responsible for training Office Technicians working with the tracking systems as well as cross-training staff to ensure ongoing coverage for absences and vacancies. Develop training binders to be utilized by Office Technicians for Mental Health Tracking System Purposes.
5%	Ensure that counts are reconciled with the census at least twice weekly. Ensures that counts are prepared and distributed in a timely manner and are accurate.
5%	Conducts regular tracking system maintenance as well as timely purging of information to ensure that all tracking systems run efficiently.
5%	Develops and maintains policy and procedures for the tracking systems.
5%	Provide technical and analytical support to the Chief Psychologist, Chief Psychiatrist and Chief Medical Officer on the various mental health tracking systems.
5%	Perform other related special projects and duties as required.

KNOWLEDGE AND ABILITIES

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles and techniques of effective supervision and training; and the department's policy and procedures.

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; and plan, organize, direct and supervise the work of others; effectively contribute to the department's affirmative action objectives. Work independently, modify established procedures and methods to meet changing needs, and supervise the work of a medium sized group.

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

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 work day
Occasionally: Involves 1/3 or less of a work day
N/A: Activity or condition is not applicable

	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