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 (Typing)				
	WORKING TITLE Scheduler				
	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 Office Services Supervisor II, the Office Technician (T) is responsible for organizing, providing, implementing, and maintaining a program for scheduling patients health care appointments. 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%	Performs receptionist duties for the health care management staff including screening and directing calls, visitors, and mail. Schedules meetings, makes travel arrangements, and prepares travel claims. Keeps supervisory staff abreast of upcoming meetings, trainings, and seminars. Data entry/maintenance of MHTS, arranging appointments for Incarcerated Individuals-patients, tracks appointments for Incarcerated Individuals -patients, processes referrals/consultations, monitors medication renewals, maintains follow-up and tickler files, produces reports for Coleman audits, Health Care Services Division, etc. Prepares and distributes a monthly on-call schedule. Establishes, scan, and maintains mental health files. Maintains confidentiality required by law of both Incarcerated Individuals -patient and personnel issues.
40%	Attends meetings, takes and transcribes minutes. Provides typing and dictation support of the Chief of Mental Health/Chief Psychiatrist/Chief Psychologist/Sr. Psychologists as directed by the OSSII, to include updating patient LOC, DDPS information updates, letters, memorandums, reports, manual

10%	revisions, operations, plans, personnel actions, general filing and scanning, Xerox copying, pulling health records. Reviews correspondence for spelling grammatical accuracy, and distributes mail. Prepares documents using computer and possesses knowledge of Microsoft Word, Excel, and/or any other programs as dictated by supervisory staff. Responds to a variety of inquiries from staff regarding compliance issues, Incarcerated Individuals appointments, and time keeping issues. Provides general services support to mental health staff regarding personnel considerations and changes. Maintains office supplies and Mental Health forms. Telephone coverage and other duties as needed.
	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** Special requirement: Ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. Special Personal Characteristics: A demonstrated interest in assuming increasing responsibility. Interpersonal Skills: Work independently in a team setting. Additional Desirable Qualifications: Education equivalent to completion of the twelfth grade. **OTHER DOMAINS** **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 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. **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.

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 equipment 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 fluorescent 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.

GENERAL POST ORDER ADDENDUM.

General requirements: incarcerated/patients with disabilities are entitled to reasonable modifications and accommodations to COCR policies, procedures, and physical ant 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 Individuals /patient to have a job consistent with his/her disabilities. Medical staff shall provide appropriate evaluations of the extent and nature of 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 incarcerated/patients who have communication barriers such as hearing, vision, speech, learning, or developmental disabilities. Effective communication measures might include slower and sim er 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 Individuals /patient to explain what was communicated in his or her own words. It is not effective to ask "yes or no" questions; the Incarcerated Individuals /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 Individuals /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 Individuals /patient for whom it is indicated unless (a) a physician/dentist has determined it is no longer necessary or appropriate for that Incarcerated Individuals /patient, or (b) documented safety or security concerns regarding that Incarcerated Individuals /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