DUTY STATEMENT
DSH3002 (Rev. 11/2024)

California Department of State Hospitals

Box reserved for Personnel Section

RPA #	C&P Analyst Approval	Date

Employee Name	**Division** Department of State Hospitals			
Position No / Agency-Unit-Class-Serial 502-070-8102-XXX	**Unit**			
Class Title Program Assistant (Mental Disabilities – Safety)	**Location** Patton			
Subject to Conflict of Interest ☐Yes ☑No	**CBID** S18	**Work Week Group:** E	**Pay Differential**	**Other**

MAJOR TASKS, DUTIES, AND RESPONSIBILITIES
Under the direction of the Program Director, the Program Assistant is responsible for assisting the Program Director in the administration of a treatment program providing care for forensic clients, patients, or inmates. The Program Assistant assists the Program Director in directing the activities of multidisciplinary treatment staff directed towards achieving program goals and individual forensic client, patient, or inmate objectives. Further, the Program Assistant assists the Program Director with the overall responsibility for planning, organizing, and supervising the activities of the assigned Program.

30%	**PROGRAM ADMINISTRATION** Participate in the hospital's quality improvement program and takes action based on identified problems and proposed solutions. Assist the Program Director with the program's quality improvement process such as planning, coordinating, implementing, and evaluating quality improvement goals, objectives, and outcomes. Under the direction of the Program Director, collaborates with hospital administrative personnel, service chiefs, senior discipline staff, other Program Directors, and Program Assistants in implementing program goals and objectives. Assist in establishing program policies and procedures within hospital and departmental policy and structure to achieve desired results. Assist with periodic environmental surveys of all Program units. Assist the Program Director with managing the budget and in the procurement and allocation of personnel, space, equipment, and supplies within the program. Assist in establishing effective lines of communication to coordinate and improve Program operations and delivery of treatment services and achievement of Program goals.

	Performs problem solving and troubleshooting of program activities to assure effective treatment of clients, patients, or inmates and achievement of program goals. Coordinate patient movement throughout the Program and other state agencies and inter and intra-hospital units to ensure continuity of care and appropriate placement of patients as delegated by Program Director.
30%	**PERSONNEL MANAGEMENT AND SUPERVISION** Directly supervise the Program's office technicians, staff services analyst, rehabilitation therapists, social workers, and other staff as delegated by the Program Director. Review performance of direct reports and recommend appropriate action, which may include commendations, adverse action, or other administrative responses. Collect input from discipline seniors regarding performance reviews. Actively supports' staffs professional and leadership development through encouraging and providing opportunities for upward mobility, related to current and future work assignments. Assist in the recruitment, selection, and delegation of Program personnel. Assure direct reports achieve and maintain standing to align with policies, licensing and regulatory guidelines, and bargaining unit contracts. Assist the Program Director in maintaining adequate staffing to meet daily operational needs of the Program. Act on behalf of Program Director in their absence. Perform duties of Program Officer of the Day (P.O.D.) on a rotational basis.
30%	**OVERSEE AND COORDINATE DELIVERY OF TREATMENT** Assist the Program Director with the oversight of the overall treatment program and evaluate program outcomes and progress towards treatment goals. Assist the Program Director in ensuring treatment activities meet applicable statutes, licensing and regulatory guidelines, and policies. Assist the Program Director, hospital personnel, service chiefs, senior discipline staff, other Program Directors, and Program Assistants, to evaluate the overall treatment, treatment plans, relevant clinical documentation, and problem solve to ensure effective treatment of clients, patients, or inmates and achievement of Program goals and objectives.

	Collaborate with the Program Director, hospital personnel, service chiefs, senior discipline staff, other Program Directors, and Program Assistants to promote treatment consistent with trauma-informed principles. Participate in program-related community activities. . Ensure security and safety of clients, patients, or inmates, staff, and visitors within the Program. Observe and intervene in instances of disruptive or assaultive behavior. Visit treatment areas and units on a regular basis to observe and assess treatment activities and progress.
10%	**RELATIONSHIPS WITH OTHER DEPARTMENTS, AGENCIES, AND THE PUBLIC** Respond to questions and concerns from patients, families, friends, and community agencies in a timely matter. Act as program liaison with other hospital departments such as Forensic Services office and Forensic Evaluation Department to meet forensic needs of clients, patients, or inmates (e.g., involuntary medication processes, court hearings, etc.). Maintains and promotes effective working relationships with other public or private agencies providing services to customers such as courts, jail-based programs, county mental health programs, CONREP programs, and other community-based programs.
Other Information	**SUPERVISION RECEIVED** The Program Assistant is under the general direction of the Program Director. **SUPERVISION EXERCISED** The Program Assistant, as delegated by the Program Director, administratively supervises the Program's office technicians, staff services analyst, rehabilitation therapists, social workers and other non-nursing staff as delegated by the Program Director. **KNOWLEDGE AND ABILITIES** **KNOWLEDGE OF:** Principles and methods of health care, rehabilitation, education and psychiatric treatment as related to the care and treatment of patients; principles for maximizing the physical, cognitive and social development of patients; specific expertise related to program content; principles, procedures and techniques of administering a multidisciplinary patient treatment program; principles and practices of personnel management;

	State and Federal laws and rules pertaining to State Hospital administration; principles and practices of hospital organization, management, and procedures; research methods and techniques; principles and methods of training treatment personnel; a manager's role in equal employment opportunities. **ABILITY TO:** Assist with the planning and coordination of a program that provides care, treatment and maximizes the development of patients/clients; direct research projects; analyze complex problems, and take appropriate action; assist with the administration of a multidisciplinary patient treatment program; integrate the program with the overall functions of the hospital; communicate effectively; work independently in identifying the need for and developing proposed changes in program practices and procedures; effectively contribute to the Department's Equal Employment Opportunity program. **REQUIRED COMPETENCIES** **INFECTION CONTROL -** Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment. **SAFETY -** Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards. **CPR –** Not required for Program Assistant position. **AGE SPECIFIC -** Provides services commensurate with age of patients / clients being served. Demonstrates knowledge of growth and development of the following age categories: ☐ Pediatric ☒ Adolescent ☒ Adult ☒ Geriatric **THERAPEUTIC OPTIONS/THERAPEUTIC STRATEGIES AND INTERVENTIONS (TO/TSI)-** Supports a safe working environment and practices strategies and interventions that promote a therapeutic milieu; demonstrates an ability to apply knowledge of effective therapeutic strategies and interventions. **RESTRAINT/SECLUSION -** Demonstrates knowledge of criteria and appropriately uses, applies, and removes restraint and/or seclusion. **CULTURAL AWARENESS -** Demonstrates awareness to multicultural issues in the workplace, enabling employees to work effectively with patients and colleagues from a wide range of diverse backgrounds. **SITE SPECIFIC COMPETENCIES** <u>Core Competencies</u> ➢ Collaboration & Interpersonal Engagement: Ability to build and maintain effective working relationships with others.

- Communication: Engages in open and transparent communication through active listening and consideration of diverse ideas and opinions.
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- Diversity and Inclusion: Promotes an inclusive workplace, where individual differences and perspectives are respected and leveraged to achieve organizational goals.

<u>Leadership Competencies</u>

- Understands and demonstrates sound judgement, fiscal competence, and organizational business knowledge.
- Energizes and contributes to a sense of direction, purpose, excitement, and momentum for the organization's mission.
- Focuses efforts to efficiently achieve measurable and customer-driven results consistent with the organization's mission, goals, and objectives.
- Being responsible and accountable for managing resources well and focuses on the larger purpose or mission of the organization.
- Recruits, selects, and develops staff.
- Supports, promotes, and ensures alignment with organization's vision and values.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Knowledge of and ability to use technology effectively in the performance of one's job and integrating new knowledge as appropriate.
- Ability to utilize a personal computer (including MS Office programs and other applications as needed), e-mail, facsimile machine, and voice mail.
- Knowledge of various penal code commitments including but not limited to PC 1370, PC 1026, PC 2684, PC 2962, PC 2972, WIC 6316, WIC 6601, WIC 5358, WIC 5304, and WIC 7301
- Knowledge of involuntary medication processes.
- Knowledge of WaRMMS modules.

LICENSE OR CERTIFICATION

Not required.

TRAINING - Training Category = Type II

The employee is required to keep current with the completion of all required training.

WORKING CONDITIONS

Reports to work on time and follow procedures for reporting absences.

Maintain a professional appearance.

Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.

	Comply with hospital policies and procedures. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions. I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights). _____ _____ Employee Signature Date I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above. _____ _____ Supervisor Signature Date