**DUTY STATEMENT**
DSH3002 (Rev. 01/2020)

California Department of State Hospitals

*Box reserved for Personnel Section*

| RPA # | Position Control Approval: cm | Date: 1/12/2026 |
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| **Employee Name** | **Division** Clinical Administration | | |
| **Position No / Agency-Unit-Class-Serial** 455-500-1139-007 | **Unit** Rehabilitation Therapy Services | | |
| **Class Title** Office Technician (Typing) | **Location** Atascadero State Hospital | | |
| **Subject to Conflict of Interest** ☐Yes ☒No | **CBID** R04 | **Work Week Group** 2 | **Class Ranges** |

**MAJOR TASKS, DUTIES, AND RESPONSIBILITIES**
Under the supervision of the Program Director (Chief of Rehabilitation Therapy Services) perform a variety of clerical and organizational duties and consistently exercise a high degree of initiative and independence in performing assigned tasks.

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| 35% | CLERICAL SUPPORT<br><br>Prepare and maintain document files, spreadsheets and database systems for the Program Director. Utilize word processing software to prepare memos, letters and staff meeting minutes. **Develop and maintain tracking systems and logs.** Maintains hospital and Rehabilitation Therapy Services policies and department manuals. Complete general filing. Preparing daily employee sign-in sheets for assigned staff. **Perform tasks related to timekeeping, ensure STD 634 forms are collected and submitted to Personnel timely. Maintain department calendars and communicate coverage needs.** Order supplies as needed. Maintaining logs, binders, and procedures for the department. Act as Account Manager and Training Coordinator, attend meetings, assist staff with printer problems, work orders to Technology Services, copier problems, fax machines. |
| 30% | **Process and track patient vocational referrals, prepare patient vocational files receive vocational patient progress reports and distribute to Units for filing.** Process Performance Review paperwork and track compliance. Attend staff meetings as assigned, take, compose and distribute minutes. **Type and process travel claims, travel advance requests, correspondence, forms, memoranda, policies and updates, consultations, performance evaluations and counseling reports, budget requests, maintenance work order, storeroom requests, security clearances, and purchase order requests as needed and other miscellaneous items as they occur.** |
| 15% | RECEPTIONIST<br><br>Receive, screen and route incoming telephone calls, take messages, provide information and refer to the appropriate staff. |

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| | Maintain knowledge of Program and Hospital treatment activities and dissemination of information to staff for their reference. |
| 15% | CONSULTATION<br>Act as a consultant and resource person in assisting the Department staff in the filing system, filling out of various forms, secretarial procedures, tickler files, supply ordering, timekeeping procedures, reproduction techniques, and others as requested.<br>Assist the Program Director in the formulation and finalization of reports and documents. |
| 5% | TRAINING<br><br>Be available for workshops and training sessions to increase secretarial and clerical skills. Attend annual training as required. |
| Other Information | **Supervision Received:**<br>Program Director (Chief of Rehabilitation Services)<br><br>**Supervision Exercised:**<br>N/A<br><br>**KNOWLEDGE AND ABILITIES:**<br><br>KNOWLEDGE OF:<br>Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.<br><br>ABILITY TO:<br>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; provide functional guidance.<br><br>**REQUIRED COMPETENCIES**<br><br>ANNUAL HEALTH REVIEW<br>All employees are required to have an annual health review and TB test or whatever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.<br><br>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 vigilance in the identification of safety or security hazards.

CPR
Maintain current certification as indicated by local facility.

THERAPEUTIC STRATEGIES AND INTERVENTIONS
Applies and demonstrates knowledge of correct methods in the management of assaultive behavior as taught in Therapeutic Strategies and Interventions (TSI).

DIVERSITY, EQUITY, AND INCLUSION
Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION
Maintain and safeguard the privacy and security of patient's protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPPA and all other applicable privacy laws.

THERAPEUTIC RELATIONSHIPS / RELATIONSHIP SECURITY
Demonstrate professional interactions with patients and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

**SITE SPECIFIC COMPETENCIES**

- Demonstrates professional interaction with patients and maintains therapeutic boundaries
- Must be able to communicate effectively

**TECHNICAL COMPETENCIES**

- Have an operating knowledge of various office equipment
- Effectively transcribe and compile documents, minutes, and correspondence
- Maintain Outlook calendars

**LICENSE OR CERTIFICATION**
N/A

**TRAINING CATEGORY - 4**
The employee is required to keep current with the completion of all required training.

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| | **PHYSICAL DEMANDS – See attached**<br><br>**WORKING CONDITIONS:**<br>Report to work on time and follow procedures for reporting absences. Maintain a professional appearance. Appropriately maintain cooperative, professional, and effective interactions with employees, individuals, and the public.<br>The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. |
| | 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).<br><br>_____ _____<br>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.<br><br>_____ _____<br>Supervisor's Signature Date<br><br>_____ _____<br>Reviewing Supervisor's Signature Date |

Physical Requirements of Position

# Office Technician (1139) Rehabilitation Therapy Services

| Activity | Never/Rarely < 5 min. | Infrequently 5-30 min. | Occasionally 31 min.-2.5 hrs. | Frequently 2.5-5.0 hrs. | Constantly > 5 hrs. | Comments |
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| Interacting/communicating: Face-to-face with public | X | | | | | |
| By phone with public | | X | | | | |
| With inmates, patients, or clients | X | | | | | |
| With co-workers | | | | | X | |
| Supervising staff | X | | | | | |
| Lifting/Carrying | | | | | | |
| 0 - 10 lbs. | | | X | | | |
| 11 - 25 lbs. | | X | | | | |
| 26 - 50 lbs. | | X | | | | |
| 51 - 75 lbs. | X | | | | | |
| 76 - 100 lbs. | X | | | | | |
| 100 + lbs. | X | | | | | |
| Sitting | | | | | X | |
| Standing | | | X | | | |
| Walking | | | X | | | |
| Running | X | | | | | |
| Crawling | X | | | | | |
| Kneeling | X | | | | | |
| Climbing | X | | | | | |
| Squatting | | X | | | | |
| Bending (neck) | | | X | | | |
| Bending (waist) | | X | | | | |
| Twisting (neck) | | | X | | | |
| Twisting (waist) | | X | | | | |
| Reaching (above shoulder) | | X | | | | |
| Reaching (below shoulder) | | X | | | | |
| Pushing & Pulling | | X | | | | |
| Power Grasping | X | | | | | |
| Handling (holding, light grasping) | | | X | | | |
| Fine fingering (pinching, picking) | | X | | | | |
| Computer use (keyboard, mouse) | | | | | X | |
| Walking on uneven ground | | X | | | | |
| Driving | X | | | | | |
| Operating hazardous machinery | X | | | | | |
| Exposure to excessive noise | X | | | | | |
| Exposure to extreme temp. | X | | | | | |
| Exposure to dust, gas, fumes, or chemicals | X | | | | | |
| Working at heights | X | | | | | |