STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date: _____

This position is:
- ☒ Classified
- ☐ Unclassified
- ☐ Executive Service
- ☐ Mgmt Svc – Supervisory
- ☐ Mgmt Svc – Managerial
- ☐ Mgmt Svc - Confidential

Agency: Oregon Department of Corrections

Facility: Health Services Administration

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Office Specialist 2	**b.** Classification No:	C0104
c. Effective Date:	12/1/13	**d.** Position No:	0900590
e. Working Title:	Office Specialist 2	**f.** Agency No:	29100
g. Section Title:	Health Services - Admin	**h.** Budget Auth No:	
i. Employee Name:		**j.** Repr. Code:	AAON
k. Work Location (City – County):	Salem - Marion		
l. Supervisor Name (Optional):	Wendy Smith		

m. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year ☐ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share

n. FLSA: ☐ Exempt ☒ Non-Exempt

If Exempt: ☐ Executive ☐ Professional ☐ Administrative

o. Eligible for Overtime: ☒ Yes ☐ No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The program in which this position exists is the Health Services section of the Oregon Department of Corrections. The purpose of this program is to provide health care to inmates at each state institution operated by the Department of Corrections. State and federal laws have established that inmates are entitled to health care during incarceration. Health care services available to inmates must be consistent with health care provided in the community in order to meet the legal obligation the state has when persons are incarcerated. This means that all types and levels of health care must be provided in a clinically appropriate manner by properly credentialed professionals in settings equipped and designed for the delivery of health care. Health care includes medical, dental and psychiatric/mental health services.

The Health Services section is comprised of an administrative unit which sets policy and long term direction and a series of operational units representing the health care program at each facility or a division wide clinical service. The health care program at each of the correctional institutions operated by the Department is responsible for delivering health care to inmates consistent with policy established by the Section. The average daily population for whom the entire range of services must be available is

14,500 inmates. The Health Services section employs more than 500 health care personnel and managers a number of agreements with health care organizations in communities throughout Oregon and the surrounding states in order to deliver constitutionally adequate health care. The biennial budget for the Health Services section exceeds $150 million dollars.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with the security-series personnel and non-security personnel communicating effectively to maintain safe, secure, and sanitary correctional environments while preparing inmates for successful reentry into the community. The vast majority of DOC inmates will return to Oregon communities. Enhanced public safety, lower crime rates, and reduced recidivism can all be tied directly to attitudes and actions of correctional staff who must effectively apply ODOC rules and transition initiatives in their daily interaction with inmates. All staff are expected to model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of OAM.

The Department of Corrections recognizes and respects the dignity, diversity and human rights of all persons. In support of those values DOC employees are expected to promote a respectful work environment that recognizes cultural diversity. Moreover, DOC upholds a zero-tolerance policy towards all sexual abuse.

Managers and supervisors are expected to provide leadership that contributes to the establishment of a working environment that is positive, productive and free from harassment and discrimination. As part of this effort, managers and supervisors are expected to participate in and encourage others to participate in the agency's activities that support affirmative action. This includes recruiting, selecting, retaining and promoting individuals with a diverse background who are committed to the mission and values of the Department.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

Schedule Medical appointments in the community with specialist for inmate/patient care, arrange transportation for each medical appointment.

SECTION 3. DESCRIPTION OF DUTIES

The employee in this position is expected to recognize their responsibility to act ethically at all times in accordance with the very highest standards of integrity.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

The incumbent is expected to perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations; develop good working relationships with division and agency staff and supervisors through active participation in cross-divisional group projects and in identifying and resolving problems in a constructive, collaborative manner; demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance, and contribute to a positive, respectful and productive work atmosphere.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with security-series personnel and non-security personnel communicating effectively to maintain safe, secure, and sanitary correctional environments while preparing inmates for successful reentry into the community. The vast majority of ODOC inmates will return to Oregon communities. Enhanced public safety, lower crime rates, and reduced recidivism can all be tied directly to attitudes and actions of correctional staff who must effectively apply ODOC rules and transition initiatives in their daily interaction with inmates. All staff are expected to model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of the OAM.

Correctional Case Management (CCM), the critical next step toward implementation of the Oregon Accountability Model, is a proactive, collaborative, multi-disciplinary process. The CCM process unifies procedures and personnel to balance departmental resources and an inmate's needs throughout his/her incarceration and community supervision.

Correctional Outcomes through Research and Engagement (CORE), is designed to monitor and measure the work we do every day. This allows DOC to identify opportunities to improve and/or streamline processes, use data to identify constraints, effectively use resources and, ultimately, promote public safety. CORE provides employees with opportunities to influence and improve the fundamental ways we do business.

All Department of Corrections staff have a valuable role in the delivery of multi-disciplinary services. Despite differences in their training, culture, and job specific mission, they all have some common goals. When all DOC staff share appropriate information and assist in the case planning of inmates, both the quality of change and the safety of the correctional environment improve. Mutual respect, proper orientation and training, and ongoing communication and cooperation provide the foundation of correctional case management. All staff are expected to follow CCM principles and practices.

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
	N	E	Model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of the OAM.

Note: *If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*

	N	E	Follows Department of Corrections Rule on confidentiality of medical information and records. Responds to inquiries about specific Medical Services information and services or directs inquiries as necessary; explains and clarifies rules, processes, and procedures to clientele; provides information about services available; receives incoming calls from outside of ODOC and routes calls to appropriate staff.
30	N	E	Reads and interprets, as directed on physician's orders to schedule appointments, scheduled/facilitate follow-up care, and order prostheses. When scheduling appointments in the community, communicates the need for extreme confidentiality regarding appointment dates and times as inmate patient is not to know of pending appointments due to the safety and security of the institution and community. Explains expected procedures with regards to appropriate security practices. Communicates daily with both transport and security on arrangement of transports for outside medical appointments. Computes daily custody levels for inmates going out on medical transports, Input data and inmate information into the AS400/ IHP (Inmate Health Plan) system. This includes scheduling of both inside and outside appointments in the community as well as coordinating any appointments to be made in the valley.
25	N	E	Tracks, schedules and make notifications of clinical services for the Westside.
15	N	E	Types and proofreads letters, memos, reports, and other documentation both of a confidential and non-confidential nature from hand or typewritten copy and oral instruction. Tracks general correspondence by entering in tracking log and follow up as needed to ensure timely response.
15	N	E	Gathers and tracks information and maintains data used in the preparation of reports, studies and summaries. Researches project information for Administrators when requested. Takes meeting minutes. Makes copies. Schedules meetings and conferences rooms and assists in preparation prior to and during meetings/conferences.
10	N	E	Develops and maintains an efficient record keeping system both electronic and hard copy, as part of the Health Services team.
5	N	E	Other duties supporting clerical and administrative functions of the Central Office as assigned. Back up support to Health Services administrative staff.

	Follows Department of Corrections rule and maintains confidentiality of medical information and records. Maintains knowledge of and performs work according to Health Services Section Rules, Policies and Procedures, as well as institution and Department rules, policies and procedures. Attend and participate in mandatory in-service training, according to Department of Corrections and Health Services Section standards.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Will be expected to share the mission, vision, and core values of the department; requires being a role model of pro-social behavior and having an attitude that conveys dignity and respect in the treatment of others; must be able to acknowledge and everyone is capable of positive change; occasional contact with inmates who may become violent; requires walking or standing for long periods, requires climbing and descending stairs; exposure to chemicals, radiation, communicable diseases or other hazards inherent in a health care and correctional setting.

Normally works in a professional office setting.

Must have and maintain a valid driver's license and a good driving record or be able to provide an acceptable alternative method of transportation.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- NCCHC Standards
- Department of Corrections Administrative Rules, Policies and Procedure
- Professional Practice Act
- ORS on patient rights, confidentiality
- Health Services policies and procedures, Institution operating procedures
- Desk manuals
- HIPPAA Standards for Correctional Institutions

b. How are these guidelines used?

Used to establish documentation files of compliance for accreditation
Establish guidelines and directions for how work will be done, and how inquiries are addressed
Necessary to know limits of practice of clerical staff in a medical setting and who to refer quests or information to
Used in obtaining consent forms, storage of medical records, transmittal of medical information to others.
As standards, guidelines and limitations of how work is done within the section and institution.

Clerical procedures for reports, processes and routine and special tasks.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
Outside medical facilities, individuals and institution	Telephone and in person	Make appointments	Daily
Business office staff at Central Office	Telephone and in person	Discuss medical treatments	Daily
Ancillary staff	Telephone and in person	Exchange of information as needed	Daily
Community Based: Physicians and Staff, Laboratory staff, private Dentist, Inmate and Families	Telephone and in person	Answer questions or seek information; Request and share information regarding Health Services	Daily
Outside medical facilities individuals and institutions	Telephone and in person	Make appointments	Daily
Inmate families, parole and probation officers; legal personnel	Telephone	Answer questions and seek informaiton	

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

1. Prioritization of medical appointments – inside and outside of the institution.
2. Prioritization of daily work.
3. Decides severity of emergency calls and directs as appropriate
4. Decide what information can be released about Health Services and what cannot be divulged.\
5. Collection of information and preparation of reports and summaries requiring significant accuracy and attention to detail.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".				
Supv. Exec Assist	5000610	Direct	Daily	Daily observation, general review of work accomplished, use of work plan, and performance appraisal to ensure completion of

job duties.

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? _____

How many employees are supervised through a subordinate supervisor? _____

b. Which of the following activities does this position do?

- ☐ Plan work
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards
- ☐ Coordinates schedules
- ☐ Hires and discharges
- ☐ Recommends hiring
- ☐ Gives input for performance evaluations
- ☐ Prepares & signs performance evaluations

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

The person in this position works within a healthcare office setting and is responsible for maintaining confidentiality. The demands of the work environment are chaotic. Clerical staff are responsible for maintaining accurate records and reports and timely communication.

SPECIAL REQUIREMENTS: List any special mandatory recruiting requirements for this position:

Skills or experience with the following:

Typing - 60 wpm	Calculator	Copy Machine
Medical terminology	Multi-line telephone	Shredder
Fax machine	Driver's License	Word, Outlook, PowerPoint
Desktop Computer W/ network interface		

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BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount ($00000.00)	Fund Type

Note: *If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature	Date	Supervisor Signature	Date

Appointing Authority Signature	Date