STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
5-12-10

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

Agency: Oregon Department of Corrections

Facility: Coffee Creek Correctional Institution

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Office Specialist 2	**b.** Classification No:	C0104
c. Effective Date:		**d.** Position No:	0100139
e. Working Title:	Office Specialist 2	**f.** Agency No:	29100
g. Section Title:	Behavioral Health Services	**h.** Budget Auth No:	000818400
i. Employee Name:		**j.** Repr. Code:	AAON

k. Work Location (City – County): Wilsonville, Clackamas County

l. Supervisor Name (Optional):

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.

Behavioral Health Services (formerly known as Counseling and Treatment Services) of the Oregon Department of Corrections provides treatment at each of the Department's institutions for offenders who are mentally ill and developmentally disabled. State and federal laws have established that inmates are entitled to mental health services during incarceration and that mental health treatment services must be consistent with the standards and quality of services in the community and delivered by credentialed professionals in settings that are designed for the delivery of treatment.

The Behavioral Health Services (BHS) is comprised of an administrative unit which sets policy and long-term direction for targeted service populations at each of the Departments institutions which may include evaluation, case management, co-occurring/mental health/developmental disabled day treatment, sex offender assessments, mental health housing, outpatient treatment, referral services, and discharge treatment planning.

Oregon Accountability Model: The basis of the Oregon Accountability Model is the strong belief about the importance of strengthening staff-to-inmate and staff-to-staff modeling, particularly the directing and shaping of

pro-social behavior. Our job is to move inmates from anti-social to pro-social citizens and our interactions with inmates on a daily basis are without a doubt our most powerful tool to reinforce pro-social behavior. Thus, the nature of our relationships and communications with those we have been charged to keep secure and change are core to our success. Since relationships and respect are built through repeated experiences and communications about those experiences, then what we do and say to inmates are key to achieving long term public safety. Each employee is expected to model appropriate pro-social behavior, support positive change in individual offenders and actively support the Oregon Accountability Model through their day-to-day interactions with others.

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:

The purpose of this position is to provide secretarial, technical or minor administrative related tasks in support of Behavioral Health Services (BHS) in the institution. In addition to a general knowledge of agency operation at the institution, the work performed requires knowledge specific to the institution operation of general population, Intensive Management Unit (IMU), Disciplinary Segregation Unit (DSU) and Administrative Segregation Unit (ASU).

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.

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
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
20%		E	**SECRETARIAL/ ADMINISTRATIVE** • Serves as secretary for the BHS Program Manager, Psychiatrist, Mental Health Specialists, RNs, contractors and prescribers at the institution. • Schedules and confirms employee and contractor appointments

		assigned to special housing units and general population, coordinates inmate callouts for groups, arranges for rooms, and records attendance. • Prepares a variety of reports, memos, and statistics from rough draft or general instructions. Determines proper format and mode for reports; composes and types correspondence; proofreads documents for general clarity, punctuation, grammar, spelling, capitalization, and typographical errors. • Reads, sorts, and distributes incoming mail, independently determining correct routing and level of urgency and importance. • Organizes and maintains filing system. Files documents in medical record, ensuring accuracy of distribution. • Forwards copies of discharge summaries to receiving institutions and post on the U drive. • Processes new employees into the institution. • Processes visitor authorizations for BHS staff. • photocopy mental health records for teleconferencing • Process record requests from attorneys, medical facilities and/or inmate, insuring protocols are utilized. • Keeps inventory of office supplies; orders forms and materials used by BHS staff according to purchasing procedures and maintain an updated inventory for computers and printers.
50%	E	**RECORD PROCESSING/TECHNICAL** • Prepares specialized record processing activities for HIV/HEPC counselors for institution by receiving court orders, self referrals, scheduling call-outs, maintaining a supply of materials for contractors, scheduling space, querying data bases, schedules lab call-outs, tracks results ensuring 100% accuracy at all times due to sensitive nature of results. Schedules call-out for post-test counseling. • Ensures that medical files are pulled and available for staff during scheduled appointments. • Reschedules inmates as directed. Checks DOC400 for offender information regarding acuity, Mental Health (MH) and Developmental Disability (DD) CODES; enters restrictions on the data base for mental health inmates that are in crisis so they do not get transported to institutions without services; • Maintains Universal Waitlists on the AS400 by system of referrals, entering inmates into groups and DOC programs ensuring all changes correspond. • Prints off daily movement list and notifies institution mental health specialists of transfers, and incoming inmates so appropriate communications can take place. Track case load changes ensuring data base entries are accurate. • Daily contact with mental health specialists regarding inmate wait list for specific groups. • Examines Provider Service Report (PSR), memos and other documents, compares data on documents; adds, deletes, or changes information to maintain accurate, complete, and current data bases; • Contacts agency staff or other agencies, in writing or by telephone to obtain information to complete processing of documents; collects data for reports or surveys, develops unit lists for treatment services. • Provides support to institution Special Placement Review Committee by tracking and taking minutes of meetings. • Performs quality assurance checks on mental health charts and purges files as necessary. • Runs a query and reviews database reports weekly.

- Prepares reports and notifies appropriate clinician/manager of deficits.

25% E **INFORMATION AND ASSISTANCE**

- Receives phone calls and routes to appropriate staff.
- Answers inquiries by telephone and in person where appropriate, not revealing anything that would break confidentiality rules and procedures.
- Routes calls to appropriate personnel in HS ADMIN and institution.
- Trains new clerical staff, both for HIV/HEPC programs and mental health procedures, and explains the use of various computer programs.
- Assists with work load issues during absences of other BHS clerical staff.
- Upon request and authorization of management, responds to inquiries from contractors and inmates about specific program information and services; directs inquires as necessary, explains or clarifies rules, processes and procedures to contractors; provides information about services available.
- Acts as liaison between BHS administration, institution mental health staff and mental health contractors and HIV/HEPC contractors.
- Provides support to BHS management by coordinating interview appointments and mailing interview packets for prospective employees. Coordinates computer access, phone access, and key assignments for new staff and contractors.
- Develops and maintains cooperative working relationships with other disciplines, coordinating joint use of space, records, and other issues – especially with Medical Services in regard to coordinating schedules and use of the medical record and with security staff in regard to inmate movements and schedules.
- Responds to inquiries requiring general knowledge of agency operation. Responds to inquiries from contractors and inmates about specific program information and services.
- Explains or clarifies rules, processes and procedures to contractors. Directs inquiries about specific client information to appropriate mental health specialist. Point of contact for institution management staff regarding BHS clients, issues and programs.
- Trains employees on computer programs, data entry of 1206 for inmates releasing to other institutions; contact agency staff at other agencies, in writing or by telephone to obtain information to complete processing of documents; perform pre-employee, employee and visitor LEDS checks

5% E **DIRECTION OF INMATE(S)**

- Supervise and train inmates who are assigned to work in common office areas.

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.

Since the work is performed in an adult male/female prison, inmates may become physically and/or verbally abusive. Assault and riots could occur. This position may work alone with inmates coming into and going from the Mental Health Infirmary area. Contact with inmates may take place with this position out of visual range of security staff. Vigilance and awareness are required to maintain a non-threatening environment to prevent aggressive or high anxiety inmate behavior.

- Hazards involving contact with mentally or emotionally disturbed offenders in correctional treatment settings.

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.

Oregon Department of Corrections Administrative Rules and Procedures.
Administrative Rules, policies and procedures of the Mental Health and Developmental Disability Services Division.
Administrative Rule on Personal and Professional Services Contracts.
Accreditation Standards for the National Commission on Correctional Health Care, the American Correctional Association, The Multi-State Audit, and the Joint Commission on Accreditation of Hospital Organizations Ambulatory Care Standards.
Federal law and Oregon Revised Statutes concerning prison mental health treatment and care, professional practice acts, confidentiality of medical information, patient rights, etc
BHS Policies and Procedures Manual

b. How are these guidelines used?

Posts updated DOC rules and procedures and reviews when typing memos and letters.
Refers to procedure manual for daily activities.
Assures confidentiality of treatment records.

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".			
Department of Corrections clerical staff	In person / phone	Service organization	Daily
Department of Corrections Security Staff	In person / phone	Service organization	Daily
Department of Corrections Health Service Staff	In person / phone	Service organization	Daily
DOC Inmates	In person	Inmates are housed on work unit	Daily
Other treatment Programs	In person / phone	Service organization	Daily
Oregon State Hospital/OSHU	On phone	Responds to inquires and route to appropriate staff	Weekly / monthly
Community Corrections	On phone	Responds to inquires and route to appropriate staff	Daily / weekly

County Judicial offices	On phone	Responds to inquires and route to appropriate staff.	Monthly/ yearly
BHS programs offices	In person/phone	Information sharing	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Prioritizes work
Resolves record processing problems
Determines actions necessary to obtain missing information or to correct information
Resolves contractor scheduling problems in supervisor's absence
Prioritizes scheduling regarding use of space, use of records and shared clerical duties.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Principle Exec Manager C or D	X7004 or X7006	In person	Periodic review and as needed	To ensure that records and data base are accurate and complete, that policies and procedures are followed, that work is done in a timely fashion in line with BHS and supervisor priorities, and that staff relationships are cooperative.

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

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? 0

How many employees are supervised through a subordinate supervisor? 0

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 maintains a productive working relationship with all employees. Good communication in person/phone /writing and good organization are essential skills of the position. The ability to diffuse potential hostile situations is important.

Special Requirements:
Microsoft Word, DOC400, BHSDB, and Excel skills are necessary to maintain BHS records.

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