



**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 clerical and administrative support to the Communicable and Chronic Disease Intervention coordinator and contractors and volunteers in all institutions. Duties would include general office, record processing, scheduling, and data entry to support operations of the program.

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### **SECTION 3. DESCRIPTION OF DUTIES**

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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.

The Oregon Department of Corrections has a zero-tolerance of sexual abuse and sexual harassment within its Institutions/Administration Buildings/Facilities owned, operated, or contracted. The intent of the Prison Rape Elimination Act (PREA) is to ensure a safe, humane, and secure environment, free from the threat of sexual abuse and sexual harassment for all inmates and employee/volunteer/contact/intern workers. All forms of sexual contact and sexual harassment between inmates and employees/volunteers/contractors/interns are prohibited by Oregon Department of Corrections policy. Therefore, if you are aware of any such incidents, you have a duty to report them to your supervisor.

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

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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
23%			<p><b>CLERICAL / ADMINISTRATIVE SUPPORT</b></p> <ul style="list-style-type: none"> <li>• Serve as clerical support for the Communicable &amp; Chronic Disease Intervention Coordinator and contractors at all institutions.</li> <li>• Schedule and confirms employee and contractor appointments assigned to the institution.</li> <li>• Prepare 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.</li> <li>• Read, sort, and distribute incoming mail, independently determining correct routing and level of urgency and importance.</li> <li>• Organize and maintain inmate medical chart, filing, and ensuring accuracy of document distribution.</li> <li>• Coordinate processing for new contractors.</li> <li>• Coordinate process for visitor authorizations for supervisor and contractors.</li> <li>• Coordinate video-and tele-conferencing .</li> <li>• Maintain office supply and forms inventory, materials, and equipment used by supervisor and contractors.</li> <li>• Provide support to supervisor and contractors by tracking and taking meeting minutes.</li> </ul>
65%			<p><b>RECORD PROCESSING/TECHNICAL</b></p> <ul style="list-style-type: none"> <li>• Prepare specialized record processing activities for HIV/HepC counselors for institution and track results insuring 100% accuracy at all times due to sensitive nature of results.</li> <li>• Process record requests from attorneys, medical facilities and/or inmate, insuring protocols are utilized.</li> <li>• Ensure medical files are pulled and available for contractors during scheduled appointments.</li> <li>• Reschedule, confirm, and run callouts as directed.</li> <li>• Maintain treatment history, diagnosis, and acuity information on the DOC database ensuring 100% accuracy.</li> <li>• Maintain Universal Waitlists on the DOC 400 and Health Services U driver by system of referrals, entering inmates into groups and DOC programs ensuring all changes correspond.</li> <li>• Monitor transfers, and incoming inmates so appropriate communications and scheduling for continuation of services.</li> <li>• Coordinate wait list and placement of inmates for individual and</li> </ul>

			<p>group skills training by examining Provider Service Record (PSR).</p> <ul style="list-style-type: none"> <li>• Collect data for reports and develop working list for treatment services.</li> <li>• Spreadsheet creation and main for used for data tracking.</li> <li>• Perform quality assurance checks on data and waitlist files.</li> <li>• Track workshop participant changes ensuring accurate database entries.</li> <li>• Run queries for quality assurance and review reports as needed.</li> <li>• Prepare reports and notify supervisor and appropriate contractors of deficits.</li> </ul>
10%			<p><b>INFORMATION AND ASSISTANCE</b></p> <ul style="list-style-type: none"> <li>• Receive phone calls and route to appropriate staff at all levels.</li> <li>• Answer inquiries by telephone and in person where appropriate, while maintaining confidentiality rules and procedures.</li> <li>• Train new clerical staff, for HIV/HEPC and Health Promotion programs, and explain the use of various computer programs.</li> <li>• Communicate directly with county District Attorney's offices and victim representatives in communities regarding Court Ordered HIV Testing as described in protocol.</li> <li>• Respond to inquiries from contractors and inmates, upon request and authorization of management regarding specific program information and services. Direct inquiries as necessary, explain or clarify rules, processes and procedures to contractors, and provide information about available services.</li> <li>• Respond to inquiries requiring general knowledge of agency operation.</li> <li>• Act as liaison between Supervisor, BHS administration, Medical Services, institution staff, contractors, and other agency partners.</li> <li>• Coordinate computer access, phone access, and key assignments for new contractors.</li> <li>• Develop and maintain cooperative working relationships with Medical Services and other disciplines, coordinating joint use of space, records, inmate movements, schedules, and other issues.</li> <li>• Act as point of contact for institution staff regarding and contractors regarding program issues.</li> </ul>
2%			<p><b>DIRECTION OF INMATE(S)</b> Supervise and train inmates who are assigned to work in common office areas if directly applicable to task completion.</p>
100%			

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#### SECTION 4. WORKING CONDITIONS

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**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 prison, inmates may become physically and/or verbally abusive where assaults and disturbances could occur. Training in and knowledge of crisis intervention techniques,

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emergency procedures and defensive measures is essential. The Office Specialist works alone supervising inmates, coming in and going out of the Mental Health Services area. Contact with inmates can take place 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.

## 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.**

Medical and Behavioral Health Services Policies and Procedures

Oregon Department of Corrections Administrative Rules and Procedures.

Administrative Rule on Personal and Professional Services Contracts.

Accreditation Standards for the National Commission on Correctional Health Care, the American Correctional Association and the Joint Commission on Accreditation of Hospital Organizations Ambulatory Care Standards.

Federal law and Oregon Revised Statutes concerning HIV and other communicable disease confidentiality laws and regulations, etc.

**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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Department of Corrections clerical staff	In person / phone / in writing	Service organization	daily
Department of Corrections security staff	In person / phone / in writing	Service organization	daily
Department of Corrections Health Services Staff	In person / phone / in writing	Service organization	daily
DOC Correctional Counselors / Rehabilitation staff	In person / phone / in writing	Service organization	daily
DOC Inmates	In person / in writing	Inmates are housed on work unit	daily
Other treatment programs	In person / phone / in writing	Service organization	daily
Community Corrections/outside medical and MH facilities	Phone / in writing	Service organization and obtain information for continuation of care	daily

Community Corrections/outside medical and MH facilities/inmate families County District Attorney's Offices	Phone / in writing	Obtain or provide relevant information	As needed
	Phone / in writing	Obtain or provide relevant information	As needed

## SECTION 7. POSITION RELATED DECISION MAKING

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

- Prioritizes daily assignments.
- Resolves record processing problems.
- Works independently and exercises own judgment in determining actions necessary to obtain missing information or to correct information.
- Resolves problems regarding use of space, use of records, shared clerical duties in consultation with supervisor, medical, mental services staff, and contractors.

## SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
Principle Exec Manager C/Supervisor		In Person, telephone, in-writing, or tele-video	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 contractor and supervisor priorities, and that staff relationships are cooperative.

## 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?

- |   |  |
|---|--|
| <input type="checkbox"/> Plan work              | <input type="checkbox"/> Coordinates schedules                   |
| <input type="checkbox"/> Assigns work           | <input type="checkbox"/> Hires and discharges                    |
| <input type="checkbox"/> Approves work          | <input type="checkbox"/> Recommends hiring                       |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |

Disciplines and rewards

Prepares & signs performance evaluations

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## SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

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

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

Data entry experience or training: telephone experience in answering routine inquiries about programs or services provided; typing experience of general correspondence, i.e. letters, memos, and minutes; experience with alphabetical filing system, computer experience using Microsoft Word, Microsoft Outlook, Microsoft Excel and other data based programs.

Initiative and organization in following established procedures, increasing efficiency, creating better work-flow, and resolving problems.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		

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## SECTION 11. ORGANIZATIONAL CHART

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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.

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## SECTION 12. SIGNATURES

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Appointing Authority Signature

\_\_\_\_\_  
Date