**STATE OF OREGON**
**POSITION DESCRIPTION**

**Position Revised Date:**
**May 11, 2010**

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

**Agency:**

**Facility: Health Services**

☐ New ☒ Revised

## SECTION 1. POSITION INFORMATION

| | | | |
|---|---|---|---|
| **a.** Classification Title: | Office Spec 2 | **b.** Classification No: | C0104 |
| **c.** Effective Date: | | **d.** Position No: | |
| **e.** Working Title: | Office Spec 2 | **f.** Agency No: | |
| **g.** Section Title: | Medical Services | **h.** Budget Auth No: | |
| **i.** Employee Name | | **j.** Repr Code | |

**k.** Work Location (City – County): Umatilla

**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.**

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 manages 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:**

Provide clerical support for the operation of the Medical Services Division at the correctional institution, by establishing methods to assure accurate medical/dental records maintenance and filing, timely flow of written/verbal communication, compilation of statistics and routine reports, and scheduling of health care appointments.

## SECTION 3. DESCRIPTION OF DUTIES

**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".* | | | |
| | | 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 OAM. |
| 30% | | E | RECORD PROCESSING/TECHNICAL |
| | | | 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. Enters referral authorizations in TPA system, verifying inmate and provider information as well as |

| | | | |
|---|---|---|---|
| | | | ICD-9 and CPT codes. Enter 1206's as necessary and notify classification and transfer.<br><br>Develops and maintains an efficient record keeping system and filing system, at the direction of the immediate supervisor. |
| | | | Maintains an efficient Health Care Record keeping and filing system of, inmate active medical files, dental files, x-ray, and inmate location. Transfers all file contents to other prisons as required.<br><br>May be responsible for or assist with the release of information.<br><br>Prepares and tracks medical files in order to complete workups for medical and mental health appointments.<br><br>Follows Department of Corrections Rule on confidentiality of medical information and records.<br><br>Develop and maintain record system for CHP billing service. Sending appropriate data to CHP on a weekly basis, reconcile CHP statements to verify billings. Follow-up on any discrepancies and past-due accounts.<br><br>Keeps logs and compiles monthly statistics related to program or operation. |
| 12% | | E | INFORMATION AND ASSISTANCE |
| | | | 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 and routes calls to appropriate staff. |
| | | | Receives and places telephone calls assuring pertinent information is disseminated immediately and efficiently to appropriate staff. Answers inquiries on phones where appropriate, not revealing anything that would break confidentiality rules and procedures.<br><br>Handle the decision making of all optical procedures within the scope of the institutions established procedures, meeting requirements of both Health Services and Security concerns. Establish availability of inmate funds for charges incurred. Coordinates scheduling of eyeglass repairs with eye clinic.<br><br>Participates in the development of CQI (Continuous Quality Improvement) projects and makes recommendations to the appropriate program area for improvement or necessary change.<br><br>Supervises and assists in supervision of inmates in the Medical Services area daily, or elsewhere as assigned. |
| | | | Couriers supplies, equipment, files, correspondence to, from and within the institution. Escorts outside contractors for lab draws, interviewee's for job interviews, ect. |

| | | | |
|---|---|---|---|
| | | | May represent Medical Services at Admission and Orientation (A&O) presentation weekly. Outlines and defines medical, optical, dental, emergency and sick call procedures and policies. |
| | | | 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 in this regard. 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, as well as generate and obtain authorization for inmate medical transport slips. Obtains necessary signatures and authorization; properly distributes these documents following strict security and confidentiality procedures. |
| 51% | | E | SECRETARIAL AND ADMINISTRATION |
| | | | Generates letters, memos, reports, monthly statistics, necessary cards and forms, and other documents both of a confidential and non-confidential nature from rough draft, machine dictation, hand and typewritten copy and oral instruction; updates, combines, purges and archives information on a computerized data base following established guidelines and procedures. Ability to draft letters and reports without written copy.<br><br>Assists in preparing and composing correspondence and or memorandums for the Medical Services Manager and Nurse Managers, i.e. interview, hire and thank you letters, etc. |
| | | | Takes, transcribes and composes minutes for approval and then distributes in a timely manner.<br><br>Receives and distributes mail; Responds to items not requiring supervisory review or resolution. Initiates follow-up letters or memos.<br><br>Requisitions and maintains adequate quantities of office and culinary supplies and equipment. Prepares work and repair requests. Prepares purchase orders. Types inventory and supply records. May organize exam room, soaks instruments and autoclave equipment when directed by the supervisor.<br><br>Reads and interprets, as directed, physician's orders to schedule appointments, arrange follow-up care, and order special diets and prostheses.<br><br>Schedules appointments and conferences for supervisors. Arranges travel itinerary, accommodations and meetings for the Medical Services Manager and or Nurse Manager. |
| | | | Coordinate hiring/firing of inmate workers in the Medical Services area with the Workforce Development Supervisor to comply with measure 17 and Medical Service requirements. Daily supervision of inmate workers in the Medical Services area.<br>Other duties as assigned. |

| | | | |
|---|---|---|---|
| 7% | | | Minor Duties:<br><br>Emergency assignment to assist security staff in times of inmate disturbance.<br>Maintains knowledge of and performs work according to Health Services Division Rules, Policies and Procedures, institution rules and regulations, and departmental policy and procedure. |
| 100% | | | Attends and participates in mandatory inservice training, according to Department of Corrections and Medical Services Division 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 that everyone is capable of positive change; requires contact with inmates who may become violent; requires walking or standing for long periods, requires climbing and descending stairs; exposed to chemicals, radiation, communicable diseases or other hazards inherent in a health care and correctional setting. Supervision and control of inmates is an inherent responsibility. May be required to assist with the inventory and accountability of controlled items including sharps, tools, and other items that cause a potential security concern. May also be required to perform other tasks that assist with the safety and security of the institution including, but not limited to, performing area searches, supervision of inmate orderlies, and performing inmate counts.
You must have 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 Procedures
- ORS on patient rights, confidentiality
- Health Services policies and procedures, Institution operating procedures
- HIPAA Standards for Correctional Institutions

**b. How are these guidelines used?**

- Used to establish documentation files of compliance for accreditation.
- Establish guidelines and direction for how work will be done and used to provide information to inmate's questions.
- Necessary to know limits of practice of clerical staff in a medical setting and who to refer questions or information to.
- Used in obtaining consent forms, storage of medical records, transmittal of medical information to others.
- Standards, guidelines, and limitations of how work is done within the Division and institution.
- Clerical procedures for pass lists, forms completion and routing, etc.

## 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 institutions | Telephone and in person | Make appointments, retrieve MRI/X-Rays | Daily |
| Security Staff | Telephone and in person | Coordinate outside medical trips | Daily |
| Business Office staff at Central Office | Telephone and in person | Discuss billings and payments of medical treatment | Daily |
| Ancillary staff within the Institution | Telephone and in person | Exchange of information as needed | Daily |
| Community Based: Physicians & Staff, Laboratory Staff, Private Dentists and Pharmacies | Telephone and in person | Request and share information in regard to Health Services | Daily |
| Inmate and Families, Parole and Probation Officers, and Legal Personnel | Telephone and in person | Answer questions or seek information | Daily |
| Outside medical facilities, individuals and institutions | Telephone and in person | Make appointments, retrieve MRI/X-Rays | Daily |
| | | | |

## SECTION 7. POSITION RELATED DECISION MAKING

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

This position requires the following abilities: Judgment is required in analyzing situations and making decisions on selecting the most appropriate course of action within the established procedures.

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. Call for emergency backup when situation appears out of control of medical staff; i.e. security.
5. Decides what information can be released about Health Services and what cannot be divulged.
6. Direct and utilize inmate help regarding non-security matters.
7. Relief in other areas of the institution providing help in security matters.

## 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".*

| | | | | |
|---|---|---|---|---|
| | | Observe | Daily | Daily Observation, general review of work accomplished, use of work plans, performance appraisal. To assure 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
- ☐ Gathers Info & draft response 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 the prison setting and is responsible for maintaining security and supervision of inmates. The demands of the work environment are chaotic. Clerical staff are responsible for maintaining accurate inmate tracking systems for populations ranging from 100 to 3000, with large volumes of inmate movement in and out of the institution on a daily basis.

SPECIAL REQUIREMENTS: List any special mandatory recruiting requirements for this position:
Two years of general clerical experience, one year of which includes typing, word processing, or other experience generating documents.

Skills or experience with the following:

- Typing - 60 wpm
- Medical terminology
- Dictation - use of Dictaphone, transcriber, shorthand
- Calculator
- Multi-line telephone
- Microfiche
- Copy Machine
- Shredder
- Driver's License

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 _____