



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: CTRS

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 2
b. Classification No: C0104
c. Effective Date: 6-11-15
d. Position No: 9500481
e. Working Title: Office Specialist 2
f. Agency No: 29100
g. Section Title: Behavioral Health Services
h. Budget Auth No: 0000627980
i. Employee Name:
j. Repr. Code: AAON
k. Work Location (City - County): Salem, Marion
l. Supervisor Name:

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 of the Oregon Department of Corrections (ODOC) provides treatment at each of the Department's institutions for offenders who are mentally ill, cognitively impaired and/or developmentally disabled.

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 diagnostic, evaluation, stabilization, treatment, release planning and case management services for mental ill and developmental disabled inmates.

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 BHS Administrative and Management staff. Duties would include general office, record processing, scheduling, and data entry to support operations of the program.

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.

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

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
40%		E	<p>Program Support</p> <ul style="list-style-type: none"> • Provide administrative support for the BHS Administration. Maintains calendars, sets up meetings, makes travel arrangements, prepares meeting briefings, completes and submits travel reports, • 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. • Spreadsheet creation and maintenance used for data tracking. • Prepare new hire recruitment packets. • Provide support to BHS Administration by tracking and taking meeting minutes. Documents and tracks action items. • Posts policy and procedure manual updates
25%		E	<p>ADMINISTRATIVE SUPPORT</p> <ul style="list-style-type: none"> • Develops and maintains an efficient record keeping system and filing system both electronic and hard copy, as part of the Health Services (HS) central office team. • Read, sort, and distribute incoming mail, independently determining correct routing and level of urgency and importance. • Coordinate processing for new BHS employees. • Coordinate teleconferencing and meeting conferencing. • Maintain office supply and forms inventory, materials, and equipment used by BHS staff.
25%		E	<p>INFORMATION AND ASSISTANCE</p> <ul style="list-style-type: none"> • Receive phone calls and route to appropriate staff at all levels. • Answer inquiries by telephone and in person where appropriate, while maintaining confidentiality rules and procedures. • Assist with work load issues during absences of other BHS clerical staff. • Provide support to BHS management by coordinating interview appointments for prospective employees. • Respond to inquiries requiring general knowledge of agency operation. • Act as liaison between BHS administration, Medical Services, institution mental health staff, mental health contractors, and HIV/HEPC contractors.

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

			<ul style="list-style-type: none"> • Coordinate computer access, phone access, and key assignments for new staff and contractors. • Develop and maintain cooperative working relationships with Medical Services and other disciplines, coordinating joint use of space, records, schedules, and other issues.
5%		E	DIRECTION OF INMATE(S) Supervise and train inmates who are assigned to work in common office areas.
5%			Other duties as assigned

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; occasional contact with inmates who may become violent.

Normally works in a professional office setting.

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.

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 prison mental health treatment and care, professional practice acts, confidentiality of medical information, patient rights, 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	Give direction and prioritize work	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	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 clinical and medical services staff.

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 E		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.

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 |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> 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 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, 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
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Note: If additional rows of the below table are needed, place cursor 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