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

**Position Revised Date:** 12/07/14

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

**Agency:** Oregon Department of Corrections

**Facility:** OSCI

☐ New ☒ Revised

## SECTION 1. POSITION INFORMATION

| | | | |
|---|---|---|---|
| a. Classification Title: | Office Specialist 2 | b.Classification No: | C0104 |
| c. Effective Date: | | d.Position No: | 0117003 |
| e. Working Title: | Office Specialist 2 | f.Agency No: | 29100 |
| g. Section Title: | Behavioral Health Services | h.Budget Auth No: | |
| i. Employee Name: | | j.Repr. Code: | |
| 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. 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 diagnostic, evaluation, stabilization, treatment, release planning and case management services for mental ill and developmental disabled inmates. A continuum of special housing assignments have been identified in the mental health infirmary, intermediate care housing, behavioral housing unit, day treatment and mental health housing.

**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 Manager, QMHP, QMHA, contractors and volunteers in the institution. 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 it's 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 |
|---|---|---|---|
| *Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".* | | | |
| 20% | | E | CLERICAL / ADMINISTRATIVE SUPPORT<br>• Serve as clerical support for the BHS Program Manager, Psychiatrist, QMHP/QMHA, contractors and prescribers at the institution.<br>• Schedule and confirms employee and contractor appointments assigned to the institution.<br>• 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.<br>• Read, sort, and distribute incoming mail, independently determining correct routing and level of urgency and importance.<br>• Organize and maintain Mental Health section of inmate chart, filing, and ensuring accuracy of document distribution.<br>• Coordinate processing for new BHS employees.<br>• Coordinate process for visitor authorizations for BHS staff.<br>• Coordinate telemedicine conferencing.<br>• Maintain office supply and forms inventory, materials, and equipment used by BHS staff.<br>• Provide support to BHS Manager by tracking and taking meeting minutes. |
| 50% | | E | RECORD PROCESSING/TECHNICAL<br>• 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.<br>• Process record requests from attorneys, medical facilities and/or inmate, insuring protocols are utilized.<br>• Ensure medical files are pulled and available for staff during scheduled appointments.<br>• Reschedule, confirm, and run callouts as directed.<br>• Maintain treatment history, diagnosis, and acuity information on the DOC database ensuring 100% accuracy.<br>• Maintain Universal Waitlists on the DOC 400 by system of referrals, entering inmates into groups and DOC programs ensuring all changes correspond.<br>• Print daily movement reports and notify institution QMHP/QMHA of transfers, and incoming inmates so appropriate communications and scheduling for continuation of care.<br>• Coordinate wait list and placement of inmates for individual and |

| | | |
|---|---|---|
| | | group skills training by examining Provider Service Record (PSR).<br>• Collect data for reports and develop working list for treatment services.<br>• Spreadsheet creation and main for used for data tracking.<br>• Perform quality assurance checks on mental health charts and create over flow files as necessary.<br>• Track case load changes ensuring accurate database entries.<br>• Run queries for quality assurance and review reports as needed.<br>• Prepare reports and notify appropriate clinician/manager of deficits. |
| 25% | E | INFORMATION AND ASSISTANCE<br>• Receive phone calls and route to appropriate staff at all levels.<br>• Answer inquiries by telephone and in person where appropriate, while maintaining confidentiality rules and procedures.<br>• Train new clerical staff, both for HIV/HEPC programs and mental health procedures, and explain the use of various computer programs.<br>• Assist with work load issues during absences of other BHS clerical staff.<br>• Respond to inquiries from contactors 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.<br>• Respond to inquiries requiring general knowledge of agency operation.<br>• Act as liaison between BHS administration, Medical Services, institution mental health staff, mental health contractors, and HIV/HEPC contractors.<br>• Provide support to BHS management by coordinating interview appointments and mailing interview packets for prospective employees.<br>• Coordinate computer access, phone access, and key assignments for new staff and contractors.<br>• Develop and maintain cooperative working relationships with Medical Services and other disciplines, coordinating joint use of space, records, inmate movements, schedules, and other issues.<br>• Act as point of contact for institution management staff regarding BHS clients, issues, and programs.<br>• Train employees on computer programs, data entry, and DOC400. |
| 5% | E | DIRECTION OF INMATE(S)<br>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 prison, inmates may become physically and/or verbally abusive where assaults and disturbances could occur. Training in and knowledge of crisis intervention techniques, 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.**

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? |
|---|---|---|---|
| *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 / in writing | Service organization | daily |
| Department of Corrections security staff | In person / phone / in writing | Service organization | daily |
| Department of Corrections Health | In person / phone / in writing | Service organization | daily |

| | | | |
|---|---|---|---|
| Services Staff | | | |
| 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 | 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 |
|---|---|---|---|---|
| Principle Exec Manager C | | 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 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 |
|---|---|---|

***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 |
|---|---|