



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
12/1/08

Agency: Oregon Department of Corrections

Facility: Health Services - - TRCI

[] New [X] Revised

This position is:

- [] Classified
[] Unclassified
[] Executive Service
[X] Mgmt Svc - Supervisory
[] Mgmt Svc - Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Manager 1
b. Classification No: X0805
c. Effective Date:
d. Position No: 0710000 DF
e. Working Title: Office Manager
f. Agency No: 29100
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: [X] Permanent [] Seasonal [] Limited Duration [] Academic Year
[X] Full-Time [] Part-Time [] Intermittent [] Job Share
n. FLSA: [] Exempt [] Non-Exempt
If Exempt: [] Executive [] Professional [] Administrative
o. Eligible for Overtime: [] Yes [X] 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 13,500 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:

Supervision of the office support personnel and participates in the administrative and business support activities of the Medical Service Department within an institution. This position coordinates work flow by analyzing, developing, revising, and reviewing clerical functions and procedures as necessary to complete work. This position trains and assists staff in performing a variety of supportive duties. Second, they must assist the manager by researching data which includes billing codes and providing statistical reports needed for review and program evaluation. This position assists the Medical Services Manager in compiling and preparing reports and documents.

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".			
			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.
20%			Directing
		E	Analyze, evaluate and interpret division rules, policies and procedure statements, institution rules and regulations, departmental policies and procedures, including Department of Corrections rule regarding

			confidentiality of medical records, and develops and maintains office procedures.
		E	Prepares and presents agenda items at medical staff meetings for those issues which are pertinent concerns of the office support staff in the medical services department; records minutes and transcribes into finished copy for distribution to all medical staff.
50%			Managing
		E	Recruits, interviews, selects, and orients, in conjunction with the Medical Services Manager, office support personnel to assist and facilitate health care delivery. Supervises, office support personnel so that work performed is consistent with assignment. Develops the knowledge, skill, and ability of each employee and uses progressive discipline to correct deficient employee performance.
		E	Manages the immediate office of the Medical Services Manager and Nurse Managers to facilitate operational details; conducts routine administrative matters, as assigned by Medical Services Manager.
		E	Interprets physician orders and arranges in advance of need for evaluation or treatment services not provided by the institution, with clinics and hospitals in the community. Coordinates scheduling and information in a timely manner with correctional staff for security and transportation arrangements.
		E	Receives and places telephone calls on a multi-line system, assuring pertinent information is transferred immediately and efficiently to appropriate staff.
		E	Prepares and maintains records, including but not limited to, financial, statistical and inventory, assuring distribution to appropriate parties.
			Other Duties as Assigned.
15%			Planning
		E	Develops and maintains an efficient record keeping and filing system of confidential and non-confidential material for the administrative office of the institution health services department.
		E	Initiates and prepares repair and work order requests to various departments within the institution, with immediate determination if request is of an emergent or non-emergent nature.
		E	Schedule employees for all required training, and assists in facilitating continuing professional education requirements. Functions as a trainer for annual in-service.
15%			Budgetary

		E	Participates in and assists the Medical Services Manager in managing the fiscal resources of the Health Services program. Conducts cost benefits analyses of various options for the delivery of health care; selects or recommends methods which increase the value of health care expenditures. Reviews bills and authorizes payments according to the agreement for service negotiated in advance. Participates in the monitoring of monthly expenditure reports prepared by the Department to identify and correct improper billings to the health services program, to identify trends and causes of over or under expenditures, and institutes actions necessary to correct over expenditures.
		E	Initiates and prepares purchase orders, following the guidelines as set forth in purchase agreements, for security equipment, supplies and materials necessary for the operation of the health services department. Maintains inventory of office supplies and completes appropriate documents to assure availability of those forms necessary for the operation of the medical department.
		E	Compiles data, prepares estimates, statements and billing for collection of revenue.
100%			

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; potential exposure 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.

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 Accreditation Standards
 Department of Corrections Administrative Rules, Policies and Procedures
 Professional Practice Acts (ORS)
 ORS on patient rights, confidentiality
 Health Services and Institution operating procedures
 Desk Manuals
 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 inmates questions.

Necessary to know limits of practice of office support staff in a medical setting and who to refer questions or information.

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 Program and institution.

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>			
Outside medical facilities, Individuals and Institutions	Telephone	Provide consultation and treatment of inmates	Daily
Security Staff	Telephone and in person	Coordinate outside medical trips	Daily
Business office staff at Central Office	Telephone	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 and Staff, Laboratory Staff, Private Dentists, and Pharmacies	Telephone and in person	Request and share information in regard to Health Services	Daily
Inmates and Families, Parole and Probation Officers, and Legal Personnel	Telephone and in person	Answer questions or directions to others	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Prioritization of medical appointments - inside and outside of the institution.

Prioritization of daily work.

Decides severity of emergency calls and directs as appropriate.

Call for emergency backup when situation appears out of control of medical staff; i.e. security or 911.

Decides what information can be released about Medical Services and what cannot be divulged.

Direct and utilize inmate help regarding non-security matters.

Provide office support in granting short term and long term leaves.

Provide office support to administrative and security departments.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
PEM D – Medical Services Mgr		Daily Observation		By daily observation, performance appraisals, work plans, general review of work as necessary.

Note: If additional rows of the below table are needed, place cursor 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? 9
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|---|--|
| <input checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input checked="" type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Response to grievances | <input checked="" type="checkbox"/> Gives input for performance evaluations |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" 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 works within the prison setting and is responsible for maintaining security and supervision of prisoners. The demands of the work environment are chaotic without the modern conveniences of a clerical setting (word processing capacity, automated client information, antiquated machinery). Office support staff are responsible for maintaining accurate inmate tracking systems for populations ranging from 100 to 3,000, 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:

Skills or experience with the following:

Typing - 60 wpm	Calculator	Copy Machine
Medical terminology	Multiline telephone	Shredder
Dictation - use of Dictaphone, transcriber, shorthand	Microfiche	
	Computers	

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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 curser at end of a row (outside table) and hit "Enter".</i>		
Personnel Services	\$750,000	
Services & Supplies		

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