



**STATE OF OREGON  
Department of Human Services (DHS)  
POSITION DESCRIPTION**

OS2

**Position Revised Date:**  
04/29/2014

**Agency:** Department of Human Services

**Division: DD/APD:**  
**Stabilization and Crisis Unit (SACU)**

New  Revised

**This position is:**

- Classified
- Unclassified
- Executive Service
- Mgmt Svc – Supervisory
- Mgmt Svc – Managerial
- Mgmt Svc – Confidential

**SECTION 1. POSITION INFORMATION**

- a. Classification Title: OS2 – Office Specialist 2
- b. Classification No: C0104      c. Effective Date: \_\_\_\_\_
- d. Position No: \_\_\_\_\_
- e. Working Title: Office Specialist 2      Represented Code: **AMG**
- f. Agency No: 10000
- g. Section Title: Stabilization and Crisis Unit (SACU)
- h. Employee Name: \_\_\_\_\_
- i. Work Location (City — County): SACU Administrative Office
- j. Supervisor Name: Michelle Patton
- k. Position:  Permanent    Temporary    Limited Duration    Work Out of Class (WOC)  
 Full-Time    Part-Time    Lead Worker    Job Share
- l. FLSA:  Exempt      If Exempt:  Executive      m. Eligible for Overtime:  Yes  
 Non-Exempt       Professional       No  
 Administrative

**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 Department of Human Services brings together the State's principal human services agencies to serve the vision of safety, health and independence for all Oregonians. DHS has more than 8,000 employees in over 150 local and branch offices, providing direct services to more than 1 million Oregonians each year.

The DHS mission is *"To help Oregonians in their own communities achieve well-being and independence through opportunities that protect, empower, respect choice and preserve dignity."*

The department's goals are:

- People are safe and living as independently as possible.
- People are able to support themselves and their families through stable living wage employment.
- Children and youth are safe, well and connected to their families, communities and cultural identities.
- Choices made by seniors and people with disabilities about their own lives are honored.
- Partners, clients and stakeholders are actively engaged in a variety of collaborative and meaningful ways.
- Culturally specific and responsive services are provided by highly qualified and diverse staff.
- The department is committed to equal access, service excellence and equity for all Oregonians.

Because many clients have multiple needs, the department is integrating services, seeking to bring a broad range of supports within easy reach of each client or family. This approach, recognized as pioneering in the nation, requires close collaboration among staff within the department and with local governments, service providers and other partners.

DHS values integrity, stewardship, responsibility, respect, professionalism, innovation and service equity.

This position is located in DHS, Stabilization and Crisis Unit (SACU). SACU provides 24-hour residential care and supervision to Oregon people with intellectually disabilities/developmental disabilities who represent the most risk to the public at large, their peers, or themselves. SACU provides residential care and vocational support, which includes health and medical care, behavioral support, personal care, job support, education, recreation, psychological services and community integration. SACU is dedicated to providing the support necessary to maintain the quality of life, achieve the highest possible level of independence and promote social opportunities, which benefit the individuals and the community.

The program has 23 homes located in five Oregon counties, approximately 630 employees and supports approximately 108 people in the program. Each individual residing in the program has an Individual Support Plan (ISP) that emphasizes community integration, independence, and productivity, has daily implementation goals, and is monitored by county case management.

**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:**

Office Support 2's provide a wide variety of secretarial, technical, or minor administrative related tasks in support of the Stabilization and Crisis Unit Central Office and 23 Group Homes. Work consists of a variety of correspondence, reports, memos, or other information; receives telephone calls; maintains records of information; organizes and maintains filing systems; coordinates calendars; takes meeting minutes; performs budget related activities; monitors expenditures and compiles reports; develops and revises office procedures and coordinates a variety of assigned projects.

### 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.

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

% of Time	N/R/NC	E/NE	DUTIES
40%			Group home financial reviews e.g. petty cash, client monies, client payroll, social security contacts. Responsible for accurately processing payment of monthly bills, and reconciliation processes. Work with Manager to provide tracking of services and supplies, expenditures and compiling monthly expense reports. Maintain adequate supplies for SACU group homes and Central Office.
15%			Supports Manager with daily activities within the SACU Administrative Unit, performing general office duties, records processing, and routine clerical support tasks and ensuring the timely, accurate and efficient flow of work between academic, professional, or technical staff and the clerical support staff.
20%			Responsible for accurately processing employee training files.
10%			Develop and / or revise procedural instructions. Research and interview partners and/or job shadow to gain information needed to complete procedures and desk manuals.
5%			Identify and arrange for office equipment repairs and service or installation of new equipment. Supervise supply inventories.
5%			Maintain calendars, coordinate and schedule meeting rooms.
5%			Communicate orally and in writing with a variety of people. Perform technical, secretarial or administrative support functions requiring independent judgment, decision making and problem resolution concerning a course of action to be taken. General knowledge of SACU principles and practices, explain laws, rules, policies and procedures. Analysis and problem solve, gather and organize information and / or data in preparation of reports.

## 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.**

- Stabilization and Crisis Unit will train these skills and certificate:
  - Oregon Intervention System (OIS) Certification
  - CPR/First Aid Certification
- Semi-professional work attire
- Must be able to speak, read and write in English
- Must possess a Valid Oregon Driver's License and maintain an acceptable driving record
- Must have basic computer skills
- Ability to type a variety of correspondence, reports, memos, or other information
- Perform specialized record processing
- Respond to inquiries about specific program information
- Operate typical office equipment

This position works with confidential client and staff medical and personal information and is required to maintain confidentiality in all aspects of the position. This includes not sharing the information except as needed to perform the functions of the position.

In-state travel may be required. Ability to work with Stabilization and Crisis Unit management and staff, multi-task with constant interruptions, answering non-routine questions from other agencies and states. Regular work schedule: Monday through Friday 8:00 a.m. – 5:00 p.m.

## 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:**

- SACU Residential Policy and Procedure Manual
- Oregon Intervention System (OIS)
- CPR/1<sup>st</sup> Aide current certification procedures
- PL94.142 Educational Law for all developmentally disabled Persons between 18 and 21
- OAR (Chapter 411, Division 325) Comprehensive 24-hour Residential Services for Children and Adults with Intellectual or Developmental Disabilities
- OAR (Chapter 411, Division 323) Developmental Disability Certification and Endorsement
- DAS and DHS Rules, Policies and Procedures
- Federal Family Medical Leave Act (FMLA) and Oregon Family Leave Act (OFLA)
- Americans with Disabilities Act (ADA )Regulations
- American Federation of State, County and Municipal Employees (AFSCME) Collective Bargaining Agreement
- SACU Operational Guidelines
- Fire Marshall Regulations
- State and Federal Sanitation Requirements
- Oregon Occupational Safety and Health Division (OSHA) Regulations

- Fair Labor Standards Act (FLSA)
- Health Insurance Portability and Accountability Act (HIPPA)
- Centers for Medicare and Medicaid Services (CMS) Rules and Regulations
- State of Oregon Motor Vehicle Rules
- SACU Medication Administration Procedures

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

Guidelines are used to provide information, support program, maintains records of information; organize and maintain filing systems; perform budget related activities; monitor expenditures and compile reports; develop and revises office procedures and coordinate a variety of assigned projects.

**SECTION 6. WORK CONTACTS**

**With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**

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

Who Contacted	How	Purpose	How Often?
Office Staff	Person, Email, IM, Phone	Gather / share information	Daily
Clients	Person	Obtain information (Rep Payee, Social Security, mail, other client related information)	As needed
SACU Staff	Person, Email, IM, Phone, FAX	Gather / share information	Daily
General Public	Person, Email, IM, Phone, FAX	Information, interviews, meet-and-greet	Daily
DHS/DD/APD	Person, Email, IM, Phone, FAX	Program Information	Monthly
Manager	Person, Email, IM, Confers	Office / Program operations	Weekly
DAS	Person, Email, IM, Confers	Information / invoice reconciliation	
OAPPI	Person, Email, Phone, FAX		

**SECTION 7. POSITION-RELATED DECISION MAKING**

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

Decisions affect the Stabilization and Crisis Unit operations. Decisions have potential for significant impact to the administration of the program.

## SECTION 8. REVIEW OF WORK

### Who reviews the work of the position?

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

Classification Title	Position Number	How	How Often	Purpose of Review
Housing, Risk and Business Services Manager	940003	Assigning and review of work	Daily	Review / work flow

## SECTION 9. OVERSIGHT FUNCTIONS

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 and 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.

**All positions in DHS require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.**

- Knowledge of the SACU Program policies and procedures
- Knowledge of OARS 411-325, 411-323
- Knowledge of SACU Training and DHS Learning Center
- Experience with data bases (enter, pull and process)
- Type 55-60 wpm
- Represent clients with Social Security as Rep Payee
- Receptionist, Calendar, Scheduling

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

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

Operating Area	Biennial Amount (\$00,000.00)	Fund Type

## 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

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Employee signature

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Date

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Supervisor signature

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Date

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Appointing Authority signature

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Date

*Updated December 9, 2013*

*Updated January 13, 2014*

*Updated May 5, 2014*