

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code GNOFASTE050R
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POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Health Care Services
4. Civil Service Position Code Description General Office Assistant-E	10. Division Health Care
5. Working Title (What the agency calls the position) Centralized Scheduler	11. Section Health Care Scheduling
6. Name and Position Code Description of Direct Supervisor Tina Meyette-Damron, Medical Record Exam Supervisor	12. Unit Chippewa Correctional Facility (URF)
7. Name and Position Code Description of Second Level Supervisor Johanna Andersen, State Administrative Manager	13. Work Location (City and Address)/Hours of Work 4269 West M-80, Kincheloe, MI 49784 40hrs/wk

14. General Summary of Function/Purpose of Position This employee provides a variety of clerical duties related to the scheduling of offsite specialty visits for prisoners within Michigan Department of Corrections Health Care Clinics. This employee provides offsite specialty scheduling services for assigned facilities and may be responsible to assist other sites as needed. Utilizes electronic systems to record progress of work being performed.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 65

Centralized scheduling of offsite specialty appointments.

Individual tasks related to the duty:

- Utilizes pending scheduling status for offsite referrals for assigned facilities.
- Contacts specialty provider verbally to schedule appointment within three days of receipt.
- Faxes and/or scans information to the specialists' office to assist in scheduling the appointment if needed.
- Requests additional information from facility offsite coordinator if necessary and follows up with specialty provider.
- Enters offsite scheduled information into PHR.
- Monitors outstanding/pending appointments weekly until appointment date has been set.
- Communicates appointment dates, times, preps, cancellations and reschedules to facility coordinator; as well as any information relating to the scheduled appointment/procedures.
- Reschedules any specialty appointments if needed per Medical Provider or Specialty Provider.
- Follows offsite specialty scheduling instructions.

Duty 2

General Summary:

Percentage: 25

Coordination with transportation.

Individual tasks related to the duty:

- Coordinates transportation for inmates going to appointments to ensure prisoners going to same place are grouped to save transportation runs.
- Enters offsite appointment information into the transportation e-calendar for all offsite appointments.
- Communicates with transportation staff any special patient needs e.g. wheelchair van, CFA hold, etc.
- Communicates with transportation staff if questions related to scheduling conflicts/limitations.
- Communicates any changes to upcoming appointments to the transportation department and updates e-calendar.

Duty 3**General Summary:****Percentage: 10**

Duties related to being a member of the health services office team.

Individual tasks related to the duty:

- Completes all other duties as assigned.
- Attends staff meetings.
- Completes/attends training.
- Assists with Quality Improvement Activities and Reports.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Decisions related to the scheduling of offsite specialty appointments and scheduling of transportation.

17. Describe the types of decisions that require the supervisor's review.

Decisions which involve unfamiliar circumstances or have significant or financial or legal implications.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

This employee works within the secure perimeter of a correctional facility. The job duties require an employee to work under stressful conditions. He/she must be able to sit, stand, walk, lift and carry 30 pounds 10 feet. Must be able to walk up and down two flights of stairs.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

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|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | N | Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

This employee schedules offsite specialty appointments and arranges transportation for multiple facilities.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

None

25. What is the function of the work area and how does this position fit into that function?

This employee works within the health care clinic. He/she provides scheduling assistance to the offsite coordinator and the transportation department under the supervision of the Regional Health Information Manager.

Knowledge of general office practices.

Knowledge of the equipment used in an office setting.

Ability to read and understand medical terminology is preferred.

Ability to pay attention to details such as time frames.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None

I certify that the entries on these pages are accurate and complete.

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date