

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: INVESTIGATOR II -  
Patient Liaison Program

SALARY GROUP: B14

DEPARTMENT: Health Services Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Myra L. Walker DATE: 04/13/2016

POSITION #: 030193

**I. JOB SUMMARY**

Performs routine investigative work in the Patient Liaison program for the Health Services Division. Work involves conducting investigations. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Obtains and reviews electronic medical records, administrative policies, unit records, and reports; conducts investigations and examinations of alleged violations of laws, rules, and regulations to include interviews with offenders, witnesses, and staff in various geographic locations; evaluates, summarizes, and documents investigative findings; responds to telephone inquiries and correspondence; and assists in recommending corrective action.
  - B. Assists in the development, planning, and coordination of detailed investigations and examinations including special studies to ensure compliance with court orders, consent decrees, American Correctional Association (ACA) standards, and Health Services policies and administrative directives; assists in collecting and maintaining investigative data and analyses; and analyzes trends.
  - C. Provides program information; assists in revising Health Services policies and procedures to meet ACA standards of practice; assists in the resolution of access to care issues; and serves as the liaison for health care staff, other agencies, organizations, and the public.
  - D. Prepares cases with legal consultation for presentation at hearings or in court; testifies in formal hearings and court proceedings; presents evidence of investigative findings; and prepares responses to legal entities for review by the Texas Department of Criminal Justice legal staff.
  - E. Assists in providing training, orientation, and technical assistance to include, but not limited to, the Patient Liaison Program.
- \* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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**III. MINIMUM QUALIFICATIONS**

**A. Education, Experience, and Training**

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Behavioral Science, Health Care Administration, or a related field preferred. Each year of experience as described below in excess of the required one year may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. One year full-time, wage-earning experience in health services administration, clinical management, case processing, case management, nursing, counseling, or health services education or training to include conducting investigative or clinical assessment.

**B. Knowledge and Skills**

1. Knowledge of medical record keeping methods and procedures.
2. Knowledge of investigative principles, techniques, and procedures.
3. Knowledge of court procedures, practices, and rules of evidence.
4. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
5. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
6. Skill to conduct investigations by personal interviews, examining records, gathering facts, and evaluating findings.
7. Skill to review and interpret data, medical records, and other records and make evaluations based on established criteria.
8. Skill to collect and analyze data and prepare technical reports and responses.
9. Skill to plan course of action to meet changing situations.
10. Skill to review legal proceedings and documents and to interpret pertinent provisions of laws and regulations.
11. Skill to communicate ideas and instructions clearly and concisely.

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12. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
13. Skill to interpret and apply rules, regulations, policies, and procedures.
14. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs preferred.
15. Skill to read, write, and speak Spanish preferred.

**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, dolly, and automobile.