

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT IV -
Health Services Grievance Coordinator

SALARY GROUP: A15

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: Chris Black-Edwards, RN DATE: 10/28/2016

POSITION #: 030198

I. JOB SUMMARY

Performs advanced administrative support and technical program assistance work. Work involves coordinating the dissemination of information; developing filing systems; coordinating administrative support work; and training others. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Performs technical assistance work for an agency program to include investigating offender grievances regarding healthcare and the delivery of health services to offenders; prepares, interprets, and disseminates information from offender clinical records and administrative documents; and coordinates interviews with offenders, witnesses, and agency staff.
- B. Assists in researching technical issues regarding grievance procedures; reviews reported violations of standards, department rules and regulations, administrative directives, division policies, and facility procedures; determines the validity of complaints and makes recommendations for corrective actions; and testifies in court hearings.
- C. Prepares correspondence, reports, studies, forms, and other documents to include preparing draft responses in the final level in the offender grievance process; performs data entry, retrieval, and data searches; maintains grievance databases; and develops and maintains filing, record keeping, and records management systems to include automated information systems.
- D. Develops training materials; and provides training and orientation to facility grievance staff regarding the agency offender grievance program, administrative directives, health services policies, and National Commission on Correctional Health Care (NCCHC) and American Correctional Association (ACA) standards.
- E. Assists in the implementation of program planning; develops administrative and technical assistance policies and procedures; and responds to inquiries regarding technical program and administrative rules, regulations, policies, and procedures.

* 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 a Behavioral Science, Health Care Administration, or a related field preferred. Each year of experience as described below in excess of the required two years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Two years full-time, wage-earning administrative support, technical program support, data gathering and assessment, or clinical assessment experience.
3. Clinical assessment experience preferred.
4. Computer operations experience preferred.

B. Knowledge and Skills

1. Knowledge of methods, techniques, and practices of medical records and record keeping.
2. Knowledge of investigative methods and practices.
3. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
4. Knowledge of NCCHC and ACA standards preferred.
5. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
6. Skill to communicate ideas and instructions clearly and concisely.
7. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
8. Skill to interpret and apply rules, regulations, policies, and procedures.
9. Skill in problem-solving techniques.
10. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

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11. Skill to prepare and maintain accurate records, files, and reports.
12. Skill to gather, compile, and review collected data.
13. Skill in the electronic transmission of communications.
14. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
15. Skill to train employees.

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 under 15 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, calculator, copier, fax machine, dolly, telephone, and automobile.