

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

***Occ. Code 2513400***

**Treatment Unit Clerk, Grade 7**

Brief Description of Class

Treatment Unit Clerks perform routine clerical duties in support of staff and patient activities on a ward or unit in a psychiatric center. Incumbents work in patient areas; prepare, maintain, and track patient charts and records, including those related to personal property and cash accounts; maintain staff schedules, and time and attendance records; order and maintain supplies; and respond to routine inquiries from visitors or staff and patients from other areas of the facility.

Positions are classified in the Office of Mental Health (OMH).

Distinguishing Characteristics

*Treatment Unit Clerk*: full performance level; independently performs the full range of routine clerical activities necessary for the efficient operation of an assigned ward or unit in a psychiatric center.

Related Classes

Hospital Patient Services Clerks perform a variety of routine clerical duties in outpatient hospital and clinical settings where there is frequent contact with patients and their families. Positions are classified in the Department of Health's Helen Hayes Hospital and State University of New York's Teaching and Research Center Hospitals.

Nursing Station Clerks 1 perform a variety of routine clerical duties in inpatient clinical settings where there is frequent contact with patients, families, physicians, and ancillary professionals. Positions are classified in the Department of Health's Veterans' Homes and State University of New York's Teaching and Research Center Hospitals.

Office Assistants 1 perform entry-level clerical and office support work, including processing transactions and maintaining records, in a variety of organizational settings at nearly all State agencies.

## Illustrative Tasks

### *Treatment Unit Clerk*

Performs a variety of routine clerical tasks for an assigned ward or unit.

- Prepares and maintains patient records, in accordance with OMH, the Health Insurance Portability and Accountability Act, requirements of regulatory agencies, such as The Joint Commission, and other policies and regulations.
- Receives, reviews, and verifies documents, forms, and other materials for completeness and accuracy; and updates patient files and records.
- Enters and updates patient profiles and information in automated record systems; and files, retrieves, and assists in processing patient charts.
- Processes requests from patients, doctors' offices, legal services, insurance companies, and other parties, following established procedures and guidelines.
- Maintains various logs, and patient property and cash account records.
- May prepare routine reports, and type and format correspondence; or assist staff in the preparation of written materials and reports.
- Responds to routine inquiries from visitors or staff and patients from other areas of the facility regarding ward or unit functions, programs, and services.
- Answers telephones and assists callers or directs calls to appropriate staff.
- Receives, opens, and distributes incoming mail and interoffice correspondence.
- Orders and maintains supplies, equipment, and forms; and completes, submits, and tracks work orders for completion.
- Maintains program and staff schedules; and may schedule appointments for patients, and track and maintain staff time and attendance, and overtime records.

Depending on the facility's organization, may perform the tasks above for a building, treatment unit, service ward, or group of wards; and other routine support activities necessary for the efficient operation of an assigned work area(s).

## Minimum Qualifications

### *Treatment Unit Clerk*

Promotion: one year of service in a position allocated to Grade 5 or higher and completion of a six-month traineeship.

Open Competitive: one year of clerical, secretarial, or direct care experience in a mental health facility or setting and completion of a six-month traineeship.

**Note:** Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 10/2020

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