

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Office of Employee Health Management (OEHM)		POSITION NUMBER (Agency-Unit-Class-Serial) 065-545-4800-918		MCR / HCR 2
DIVISION / UNIT  Return to Work Services Section (RTWSS)		CLASSIFICATION TITLE Staff Services Manager I (Specialist)		
		WORKING TITLE Staff Services Manager I (Specialist)		
		TIME BASE / TENURE Perm/FT	CBID E48	WWG E
LOCATION 9838 Old Placerville Road Suite B, Sacramento, CA 95827		INCUMBENT		EFFECTIVE DATE
<b>CDCR'S MISSION and VISION</b>				
<p><b>Mission</b> To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.</p> <p><b>Vision</b> We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p>				
<b>COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION</b>				
The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.				
<b>DIVISION OVERVIEW</b>				
BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS The Return to Work Services Section (RTWSS) oversees all Medical Personnel Actions (MPA's) taken by the Department statewide to include all Institutions, Parole offices, and Juvenile facilities. The RTWSS is a customer service-based unit in which we encourage employees, supervisors, and management to contact us for assistance in working through Medical Personnel Actions such as reasonable accommodation, light duty, fitness for duty evaluations, medical demotions/transfers, and other Return to Work issues.				
<b>GENERAL STATEMENT</b>				
BRIEFLY (1 OR 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general direction of the Staff Services Manager (SSM) III, Return to Work Services Section (RTWSS), the Staff Services Manager I (Specialist) (SSMI) serves on behalf of the California Department of Corrections and Rehabilitation (CDCR), Office of Employee Disability Management, Return to Work Services Section (RTWSS). The SSMI (Specialist) is responsible for supporting the RTWSS by organizing, directing, and overseeing Return to Work (RTW) project management, trainings, and RTW initiatives. The incumbent will work independently on specialized and complex related RTW Tracking, Data Reporting, and train all new incoming staff. Tasks assigned to the SSMI (Specialist) require an in-depth and broader understanding of problem identification, analysis, and resolution. The incumbent is also responsible for developing, implementing, reviewing, maintaining, and improving policies, processes, trainings, and procedures to support RTWSS innovation efforts.				
<b>% of time performing duties</b>	<b>Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.</b>			
40%	Serve as the SSMI (Specialist) for RTW projects of varying complexity, and ensuring all projects are completed within scope and timeline. Develop project management tools, methodologies, and standards to manage vital RTW projects. Provide project guidance to management by ensuring all tools and methodologies are standardized and up to date to ensure compliance and consistency in the process. Serve as a change management lead and implement strategies and implementation plans to set project expectations and maximize staff adoption. Develop, maintain, and update project plans and tracking systems to monitor projects effectiveness and progress. Identify and review business processes, risks, and recommend mitigation plans. Determine necessary project steps: identify project team roles and responsibilities; facilitate project status update meetings, mitigate project risks, and implement strategies. Serve as a liaison to stakeholders in planning, organizing, and implementing project plans. Research project management, change management, and RTW			

	<p>methodologies, tools, and trends to ensure best practices are being used. Share best practices with the RTW team to ensure consistency department-wide. Research RTW processes/procedures to identify opportunities for improvements to improve the effectiveness of program operations.</p>
25%	<p>Conduct training for all new Return to Work Analyst. The SSM I specialist is responsible for identifying training needs, designing, and delivering training programs, and evaluating their effectiveness. Create teaching plans, develop instructional materials, update the Return to Work Desk Manual and ensure employees' growth aligns with RTWSS objectives. Identifying training needs by evaluating strengths and weaknesses for each RTWC. Translating requirements into trainings that will groom employees for the next step of their career path. Building annual training program and preparing teaching plans to ensure compliance with CDCR polices and procedures. Develop or oversee the production of classroom handouts, instructional materials, aids, and manuals. Direct structured learning experiences and monitor their quality results. Acclimate new hires to the business and conduct orientation sessions. Deliver training courses. Assess training effectiveness to ensure incorporation of taught skills and techniques into employees work behavior. Periodically evaluate ongoing programs to ensure that they reflect any changes. Stay abreast of the new trends and tools in employee development.</p>
15%	<p>Performs as a data reporting specialist and provides innovative data services. Independently functions as the Subject Matter Expert in all areas of RTW across data systems and the management of testing data. Areas will include developing and refining methodologies for data collection, data cleaning, and ongoing reconciliation for reports issued on a daily, weekly, and monthly basis, conducting research involving RTW Staff and preparing formal reports and presentations to management. Develops reports utilizing the RTWSS case management site. Inputs and extracts data from databases, templates, spreadsheets, and other data sources to produce accurate reports; coordinate efforts to rectify data discrepancies. Conduct research and data analytics; utilize statistical software to merge multiple datasets and formulate data for analysis. Conduct complex research studies to analyze the RTWSS Tracking and Regular reporting practices, assist in the preparation of formal responses to questions from executive management. Prepare findings, recommendations, and reports for management. Collaborate with RTW managers to gather monthly data to compile a statewide monthly case summary report for the management team. Review, interpret and analyze sensitive and complex data, government codes, laws, rules, and regulations, Memoranda of Understanding, court and SPB decisions, and policy and guidelines that apply to or impact the development, maintenance, and enhancement of the Department's RTWSS programs and policy.</p>
15%	<p>Work with RTW Manager's to identify areas of improvement to serve the RTWCs needs better. Work with the management team to gather and review business processes and/or program effectiveness and implement process improvement initiatives. Communicate with RTWCs, Hiring Authorities and human resources staff statewide through monthly conference calls to develop and educate on recommendations for regulation, policy, and procedure changes. Participate in the support of managing the RTWSS by participating the development of strategic goals and objectives of the program, attending meetings, and representing the RTWSS, and by interacting with customers and stakeholders of the RTWSS, both inside and outside of CDCR.</p>
5%	<p>Perform administrative duties including, but not limited to: adhere to Department policies, rules, and procedures; submit administrative requests including leave, travel, and training in a timely and appropriate manner; accurately report time and submit timesheets by the due date.</p>

**SPECIAL REQUIREMENTS**

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy, and all prison inmates, visitors, nonemployees, and employees shall be made aware of this.

**CONSEQUENCE OF ERROR**

- Consequences of error may result in loss of time and could cause significant delays in program production. Such delays can result in inefficient use or misdirection of department resources resulting in the inability to meet efficiency and timeline goals, and varying degrees of negative financial impacts to the department.

**To be reviewed and signed by the supervisor and employee:**

**EMPLOYEE'S STATEMENT:**

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

065-545-4800-918

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
<p><b>SUPERVISOR'S STATEMENT:</b></p> <ul style="list-style-type: none"> <li>● <i>I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION</i></li> <li>● <i>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.</i></li> </ul>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE