

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Pelican Bay State Prison		POSITION NUMBER (Agency-Unit-Class-Serial) 394-224-5157-702		MCR / HCR 1
DIVISION / UNIT  Administration- Grievance		CLASSIFICATION TITLE Staff Services Analyst		
		WORKING TITLE Staff Services Analyst		
		TIME BASE / TENURE Perm/ FT	CBID R01	WWG 2
LOCATION Crescent City, CA		INCUMBENT		EFFECTIVE DATE 01/01/2024

**CDCR'S MISSION and VISION**

**Mission**

We enhance public safety through safe and secure incarceration of offenders, effective parole supervision, and rehabilitative strategies to successfully reintegrate offenders into our communities.

**Vision**

We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.

**COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION**

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.

**DIVISION OVERVIEW**

**BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS**

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

**GENERAL STATEMENT**

**BRIEFLY (1 OR 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under the supervision of the Correctional Counselor II, Supervisor (CCII-Sup), the Staff Services Analyst (SSA) will perform work of average difficulty to support the operation of the Office of Grievance (OOG). The SSA will ensure inmate grievances and Reasonable Accommodation (RA) requests are tracked, logged and processed in a manner consistent with California Code of Regulations (CCR), Title 15.

% of time performing duties	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.
40%	Ensure the grievance database is appropriately maintained to ensure accurate and effective tracking and reporting; work with department heads, supervisors, custody and medical grievance staff to generate and assist in responding to inmate grievance. Review grievance and requests and make recommendations to the CCII-Sup relating to the nature, disposition, and corrective action required to ensure compliance with court-mandated lawsuits. Gather, evaluate, and analyze statistical data on the institution's grievance, such as; timely responses, staff training issues and potential areas of concern. Assist the CCII-Sup with staff training and grievance responses. Analyze and evaluate data and trends garnered from the grievance process; provide recommendation or refinements to the CCII-Sup to present to management. Review, screen, analyze, research and categorize all grievance prior to acceptance by the OOG, for compliance with CCR, Title 15, and coordinate processing and logging of the grievance for final review by the CCII-Sup. Ensure screening decisions are fully supported by at least one or more of the rejection criteria, utilizing CCR, Title 15 3084.-3485. Ensure grievance or Americans with Disabilities Act (ADA) requests regarding any court mandated lawsuit, e.g., Armstrong, Plata, Coleman, Clark, Valdiva, Perez or RA requests, CDCR 1824, etc., have been appropriately researched

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35%	<p>and logged according to their specific criteria. Review, collect and research data from previous ADA requests and grievance to ensure appropriate and valid processing. Assign formal level grievance to appropriate division head. Return unacceptable ADA requests or grievance to the inmate/parolee along with clear written instructions regarding additional information or documentation needed to process the appeal and/or reason for rejections. Research and review complex topics related to appeal issues in order to provide the CCII-Sup with facts and documentation needed to respond to inmate grievance.</p>
	<p>Research and review complex topics related to grievance issues in order to provide the CCII-Sup with facts and documentation needed to respond to inmate grievance. As directed by the CCII-Sup, prepare grievance appeal responses for review. Review Administrative Bulletins, memorandums, CCR, Title 15 and Department Operations Manual revisions and other official communication to maintain familiarity with institution/department operations, policies and procedures. Maintain up-to-date files of such material for review.</p>
15%	<p>Assist with facilitation of the Reasonable Accommodation Panel (RAP) meetings. Scan and distribute the CDCR 1824s to RAP members. Prepare RAP minutes and responses. Collect and calculate statistical data on overdue and/or completed grievance, and ADA request data; provide CCII-Sup a weekly report and make available to management; generate a monthly report and send to headquarters, Division of Adult Institutions; inclusive of statistics on grievance and ADA request activity and grievance and on ADA request issues and timelines. Research and respond to the less difficult requests for information or documents. Draft correspondence for review and approval by the CCII-Sup. Assist with staff training. Coordinate inmate interviews, as needed, and/or provide documents or information to other institutions or agencies, and the Litigation Coordinator. Work with counselors and unit staff to arrange telephonic or in-person interviews with inmates; interview inmates as directed by the CCII-Sup. Ensure that institutional procedures are followed.</p>
5%	<p>Respond to requests for information in a timely manner, authorizing correspondence for review and approval of the CCII-Sup. Ensure “TICS” receive appropriate and timely response from the OOG. Collect data and calculate information to prepare a weekly report of OOG activity. Collects data of various other reports to support recommendations to the CCII-Sup. Collect grievance from various areas throughout the institution in the Office Technician’s absence. Attend In-Service Training as required. Other duties as required. 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**

- **Knowledge of:** Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization.
- **Ability to:** Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.
- **Special Personal Characteristics:** Willingness as a learner to do routine or detailed work in order to learn the practical application of administrative principles; and demonstrated capacity for development as evidenced by

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work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests; and willingness and ability to accept increasing responsibility.

- **COMMENTS:** Work hours are varied. Information for this job description was obtained by reviewing the California State Personnel Board Specification and through observation of duties as they are currently performed. 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 time line 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.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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**SUPERVISOR'S STATEMENT:**

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Pelican Bay State Prison		POSITION NUMBER (Agency-Unit-Class-Serial) 394-224-5393-702		MCR / HCR 1
DIVISION / UNIT  Administration-Grievance		CLASSIFICATION TITLE Associate Governmental Program Analyst		
		WORKING TITLE Associate Governmental Program Analyst		
		TIME BASE / TENURE Perm/ FT	CBID R01	WWG 2
LOCATION Crescent City, CA		INCUMBENT		EFFECTIVE DATE 01/01/2023
<b>CDCR'S MISSION and VISION</b>				
<p><b>Mission</b> We enhance public safety through safe and secure incarceration of offenders, effective parole supervision, and rehabilitative strategies to successfully reintegrate offenders into our communities.</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 YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.				
<b>GENERAL STATEMENT</b>				
BRIEFLY (1 OR 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the direction of the Correctional Counselor II, Supervisor, the Associate Governmental Program Analyst (AGPA) will work independently to support the operation of the Office of Grievances. The AGPA will ensure inmate Grievances and Reasonable Accommodation (RA) requests are tracked, logged and processed in a manner consistent with Title 15, California Code of Regulations (CCR).				
<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>			
45%	Ensure the Grievances database is appropriately maintained to ensure accurate and effective tracking and reporting; work with department heads, supervisors, custody and medical Grievances staff to generate and assist in responding to inmate Grievances. Review Grievances and requests and make recommendations to the CCII-Sup relating to the nature, disposition, and corrective action required to ensure compliance with court-mandated lawsuits. Gather, evaluate, and analyze statistical data on the institution's Grievances, such as; timely responses, staff training issues and potential areas of concern. Assist the CCII-Sup with staff training and in the preparation of Grievance. Analyze and evaluate data and trends garnered from the Grievances process; provide recommendation or refinements to the CCII-Sup to present to management. Review, screen, analyze, research and categorize all Grievances prior to acceptance by the Office of Grievance, for compliance with Title 15, CCR, and coordinate processing and logging of the Grievances for final review by the CCII-Sup. Ensure screening decisions are fully supported by at least one or more of the rejection criteria, utilizing CCR 3084.6. Ensure Grievances or			

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	Americans with Disabilities Act (ADA) requests regarding any court mandated lawsuit, e.g., Armstrong, Plata, Coleman, Clark, Valdiva, Perez or RA requests, CDCR 1824, etc., have been appropriately researched and logged according to their specific criteria. Review, collect and research data from previous ADA requests and Grievances to ensure appropriate and valid processing. Scan reassigned and redirected grievances and notify appropriate staff of needing grievance actions. Collect and store all general chronos generated from any redirected grievances. Liaise with Central Screening Team for any assignment discrepancies.
30%	Research and review complex topics related to Grievances issues in order to provide the CCII-Sup with facts and documentation needed to respond to inmate Grievances. As directed by the CCII-Sup, prepare preliminary second level appeal responses for review. Review Administrative Bulletins, memorandums, Title 15 and Department Operations Manual revisions and other official communication to maintain familiarity with institution/department operations, policies and procedures. Maintain up-to-date files of such material for review.
20%	Facilitate the Reasonable Accommodation Panel (RAP) meetings. Scan and distribute the CDCR 1824s to RAP members. Prepare RAP minutes and responses. Collect and calculate statistical data on overdue and/or completed Grievances, and ADA request data; provide CCII-Sup a weekly report and make available to management; generate a monthly report and send to headquarters, Division of Adult Institutions; inclusive of statistics on Grievances and ADA request activity and Grievances and on ADA request issues and timelines. Research and respond to requests for information or documents. Draft correspondence for review and approval by the CCII-Sup. Assist with staff training. Coordinate inmate interviews, as needed, and/or provide documents or information to other institutions or agencies, and the Litigation Coordinator. Work with counselors and unit staff to arrange telephonic or in-person interviews with inmates; interview inmates as directed by the CCII-Sup. Ensure that institutional procedures are followed. Respond to requests for information in a timely manner, authorizing correspondence for review and approval of the CCII-Sup. Ensure "TICS" receive appropriate and timely response from the Grievances Office. Collect data and calculate information to prepare a weekly report of Grievances Office activity. Collects data of various other reports to support recommendations to the CCII-Sup.
5%	Collect Grievances from various areas throughout the institution in the Office Technician's absence. Attend In-Service Training as required. 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.

**SPECIAL REQUIREMENTS**

- **Knowledge of:** Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; government functions and organization; and methods and techniques of effective conference leadership.
- **Ability to:** Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the work of others, act as a team or conference leader; and appear before legislative and other committees.
- **Special Personal Requirements:** Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

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