

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM High Desert State Prison		POSITION NUMBER (Agency-Unit-Class-Serial) 934-224-9903-001		MCR / HCR 1 / D	
DIVISION / UNIT Office of Grievances		CLASSIFICATION TITLE Correctional Counselor II, Supervisor			
		WORKING TITLE Correctional Counselor II, Supervisor			
		TIME BASE / TENURE P/FT	CBID S06	WWG 2	COI Yes <input type="checkbox"/> No <input type="checkbox"/>
LOCATION Central Services		INCUMBENT		EFFECTIVE DATE	
CDCR'S MISSION and VISION					
Mission 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.					
Vision We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.					
CALIFORNIA MODEL					
California Department of Corrections and Rehabilitation (CDCR) and the California Correctional Health Care Services (CCHCS) are proud to partner on the California Model which will transform the correctional landscape for our employees and the incarcerated. The California Model is a systemwide change that leverages national and international best practices to address longstanding challenges related to incarceration and institution working conditions, creating a safe, professional, and satisfying workplace for all staff, as well as rehabilitation for the incarcerated. Additionally, the California Model improves success of the decarcerated through robust re-entry efforts back into to the community.					
COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION					
The CDCR and 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 and CCHCS are proud to foster inclusion and representation at all levels of both Departments. CDCR and CCHCS strive to collaborate with the community to enhance public safety and promote successful community reintegration through education, treatment and active participation in rehabilitative and restorative justice programs. Incumbents establish and maintain cooperative working relationships within the department, other governmental agencies, health care partners, and communities.					
DIVISION OVERVIEW					
Under the direction of the Chief Deputy Warden.					
GENERAL STATEMENT					
Under the general direction of the institutional Chief Deputy Warden, the Correctional Counselor II, Supervisor (Grievance Coordinator), performs specific duties including, but not limited to: the processing of grievances, completing staff complaints, tracking grievances, screening grievances, and the supervision of subordinate Grievance Office staff. The grievance Coordinator will coordinate the completion of grievance responses and staff complaints for the Warden's signature, consistent with the rules and regulations outlined in the California Code of Regulations (CCR) and the Department Operations Manual (DOM), Article 53, Incarcerated/Supervised Individual Grievances, Section 54100.					
% 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%		Institutional Level Grievances: Research, investigate, and review institutional level grievance issues, provide input, and ensure compliance with any relevant rules and regulations. Recommend the best option for each grievance and forward to the hiring authority for approval. Prepare draft responses for consideration and approval by the Warden. Review grievances screened and submitted for processing. Review grievances completed by the Division Heads. Respond to inquiries from institutional staff the Central Office, other institutions, outside agencies, and incarcerated individuals regarding the grievance process, and issues. Review monthly, quarterly, and annual grievance reports to identify and report grievance trends and recommend			

	<p>process improvements to ensure quality and consistency. Develop and review the weekly overdue grievance list, and coordinate and communicate with appropriate Division Head(s) to ensure timely responses. Review COMPSTAT statistics for presentations to executive staff.</p>
40%	<p>Staff Complaints: Responsible for coordinating and completion of all staff complaints, (staff complaints alleging misconduct by a staff member shall be handled and processed in accordance with the regulatory requirements of the Title 15, CCR, Section 3084.9(i) and DOM, Chapter 5, Article 53, Section 54100.25). The Grievance Coordinator will receive the incarcerated/supervised individuals grievance/staff complaint, review the contents, and recommend the appropriate action prior to forwarding it to the hiring authority for determination. After reviewing the Grievance Coordinator’s recommendation, the hiring authority shall determine if the grievance will be accepted or if it needs to be referred to the Office of Internal Affairs (OIA) for an investigation or direct action, referred to the Grievance Coordinator for an allegation inquiry, or processed as a routine grievance if determined to not meet the criteria of a staff complaint. The Grievance Coordinator shall provide specific instructions to supervisory staff in other areas in an effort to complete the staff complaint process and is also responsible for conducting staff complaint inquiries of all classifications.</p>
10%	<p>Supervision: Directly supervises the Grievances Office staff, which may include an Office Assistant (Typing) / Office Technician (Typing) and Staff Services Analyst/Associate Governmental Program Analyst. Additionally, the Coordinator will be providing direction and conveying expectations related to the completion of grievance responses, as well as assisting with supporting responsibilities related to staff complaints. Responsible for supervisory functions, such as, reviewing and approving employees’ monthly attendance records, completing annual performance evaluations, providing orientation information and training to their subordinates, as well as imposing corrective action when necessary. Provide in-service training to staff during new employee orientation and required annual training.</p>
5%	<p>Other: The Grievance Coordinator monitors dates on all legal matters related to grievance to ensure institution and staff compliance, assists with audits of the institutional grievance process, monitors COMPSTAT data requirements and recommends process changes based upon grievances’ trends. The Grievance Coordinator must frequently monitor the institutional mail processing times to ensure grievances are not erroneously screened out, as well as adhere to all responsibilities required of a peace officer such as: responding to incarcerated individual altercations, riots, and/or threats, responding to emergency facility situations such as fires, lockdowns, or power outages, training subordinate custody staff with arrest procedures, and performing searches of incarcerated/supervised individual, and/or facility areas, housing units, program space, and/or property.</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 PERSONAL CHARACTERISTICS

- Influence, change, and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts through observation and building rapport.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy, and all prison incarcerated individuals, visitors, nonemployees, and employees shall be made aware of this.
- Maintenance of peace officer standards and training in accordance with Penal Code 832 and Departmental Operations Manual sections 32010.19.1, 33020.13, and 86010.13.

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.*

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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