

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

POSITION DUTY STATEMENT - General

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Division of Correctional Policy, Research & Internal Oversight		POSITION NUMBER (Agency-Unit-Class-Serial) 065-165-5402-916		MCR / HCR	
DIVISION / UNIT  Office of Internal Affairs – Allegation Investigation Unit Centralized Intake and Triage Team		CLASSIFICATION TITLE Analyst III			
		WORKING TITLE Case Resolution Specialist (Non-Sworn)			
		TIME BASE / TENURE Int/RA	CBID R01	WWG 2	COI Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
LOCATION Sacramento County		INCUMBENT		EFFECTIVE DATE	
<b>CDCR'S MISSION, VISION and COMMITMENT</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> <p><b>Commitment</b> The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.</p> <p>CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.</p>					
<b>DIVISION OVERVIEW</b>					
The Office of Internal Affairs (OIA) is the entity within CDCR with the authority and responsibility to review, initiate, and investigate allegations of criminal or administrative misconduct. All investigations are conducted in a thorough, objective, impartial, and independent manner, to ensure justice and to maintain the integrity of CDCR.					
<b>GENERAL STATEMENT</b>					
Under general direction of the Centralized Intake and Triage Team (CITT) Captain in the Allegation Investigation Unit (AIU), the Case Resolution Specialist (non-sworn) identifies, locates and gathers records and evidence to further the more varied and complex staff misconduct investigations. Organizes, reviews, and analyzes evidence, including video/audio, digital, and paper records. The incumbent applies a high level of more complex analytical expertise to specialized assignments which have departmental wide impact. These include but are not limited to completing concise, objective, and accurate reports, requesting and reviewing video/audio footage, and tracking and documenting various investigative activities during the lifecycle of the investigation such as					

triage, case management, and final submittal via manual and electronic logs and databases. The incumbent is expected to exercise good judgment, communicate effectively, and always portray a professional and positive demeanor.

<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%	Independently conducts thorough investigative reviews after initial triage into offender allegations of staff misconduct. Regularly coordinates with intake support staff (Analysts I/II) on more sensitive investigative information. Plans and executes investigative strategies including fact-gathering, document review, interviews, and analyzing evidence. Ensures thorough assessment and adherence to applicable laws, policies, and due process standards. Evaluates complex and varied investigations, reviews grievance documentation to extract relevant information, and determines the appropriate course of action. Conducts necessary research related to the allegations. Requests and reviews video/audio footage, and retrieves relevant documentation pertinent to the alleged misconduct in accordance with applicable laws, departmental policies, procedures, and timelines. Schedules case conferences with stakeholders. Advises management of potential conflict of interest issues.
30%	Prepares clear, comprehensive, and defensible investigative reports summarizing investigative activities, findings, and conclusions. Utilize designated databases and information system to accurately document, update, maintain and retrieve case related information in accordance with Departmental policies and procedures. Provides recommendations and consults with management on investigations that are referred for further investigative work. Prepares and completes case transfer/closure steps for each investigation. Independently manages case activity notes and investigative tracking logs. Maintains investigative case files in accordance with legal, ethical, and confidentiality requirements as well as internal OIA procedures.
15%	In conjunction with intake support staff, coordinates the development and maintenance of internal investigative procedures and collaborates with management to evaluate investigative processes and recommend improvements that enhance operational efficiency. Provides guidance to institutional staff regarding the offender investigative process and interpretation of applicable policies and procedures. Ensures investigative information is properly documented and forwarded to the appropriate Hiring Authority (or designee) for processing.
10%	Collaborates with internal and external stakeholders to include but not limited to the Office of Legal Affairs (OLA), the Division of Adult Institutions (DAI), the Division of Adult Parole Operations (DAPO), and the Office of Inspector General (OIG). Maintains current knowledge of federal and state laws, regulations, investigative principles, methods, and trends relating to departmental operations, policies, and procedures. May be required to travel and testify.
5%	Performs administrative duties including, but not limited to: adhere to Department policies, rules and procedures; submits administrative requests including leave, travel, and training in a timely and appropriate manner; accurately reports time and submits timesheets by the due date.

**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 incarcerated people, visitors, non-employees, and employees shall be made aware of this.
- Knowledge of investigative principles, methods, and report writing.
- Strong analytical and critical-thinking skills.
- Excellent written and verbal communication skills.
- Ability to manage a caseload and meet required deadlines.
- Ability to conduct professional interviews and handle sensitive situations.

CONSEQUENCE OF ERROR		
<ul style="list-style-type: none"><li>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.</li></ul>		
<b>To be reviewed and signed by the supervisor and employee:</b>		
<b>EMPLOYEE'S STATEMENT:</b>		
<ul style="list-style-type: none"><li><i>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.</i></li></ul>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
<b>SUPERVISOR'S STATEMENT:</b>		
<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