

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-210-4800-938				
UNIT NAME AND CITY LOCATED Employment & Outreach Unit Workforce Development & Talent Management Human Resources Section – Elk Grove, CA		CLASSIFICATION TITLE Supervisor I				
		WORKING TITLE Employee Experience and Engagement Supervisor				
		COI Yes ☒ No ☐	WORK WEEK GROUP E	CBID S01	TENURE LT	TIME BASE FT
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO 8280 Longleaf Drive, Elk Grove, CA 9578				
INCUMBENT (If known)		EFFECTIVE DATE				
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. 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. Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.						
PRIMARY DOMAIN:						
Under the general direction of the Supervisor II, Talent Management Employee Engagement and Retention, the Supervisor I provides supervision and technical direction to analytical staff while leading the effort of the Employee Experience and Engagement team. The Supervisor I provides consultation to managers, administrators, and other members of the Executive Staff in the interpretation and application of the research, design, organization, and implementation of the department's employee experience, engagement efforts, and related workforce and human resource (HR) initiatives at the institutional level.						
% 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. <i>(Use addition sheet if necessary)</i>					
	ESSENTIAL FUNCTIONS					

40%	Supervises, plans, implements, and directs the activities of analytical staff, including assessing and meeting training needs, reviewing and ensuring work quality, providing technical guidance, and prioritizing and directing work activities of the Employee Experience and Engagement team. Meets with management and stakeholders, as appropriate, appraises Supervisor II on all related activities. Communicates organizational initiatives and goals to staff ensuring understanding and alignment with the broader mission. Reviews all work products for accuracy and completeness prior to submission to internal stakeholders and upper-level management. Oversees staff work assignments ensuring deadlines are met. Maintains comprehensive knowledge on program and department information. Consults with and provides guidance to administrators, correctional institutions, field offices, and line program staff on sensitive and/or complex employee experience and engagement activities while ensuring work efforts align with local and headquarters' goals.
30%	Collaborates with identified partners and provides oversight on designing engaging work environments, supporting professional growth, and recognizing contributions in alignment with departmental guidelines while using workplace climate and sentiment data to continuously improve the workplace culture and employee experience. Assess data results, trends, and survey outcomes to identify key drivers of employee experience and engagement impacts and areas for improvement. Partner with organization leadership to develop targeted action plans that integrate continuous improvement practices, build a positive workplace culture, and ensure employee experience and engagement efforts align with both local and headquarters' goals. Works directly with institutional programs to review current processes, assess solutions, and guide implementation efforts. Develops and maintains processes and procedures through structured reviews and updates to ensure consistent application, compliance, and alignment with local and headquarters. Reviews and evaluates existing employee experience and engagement processes; recommends refinements based on operational feedback. Prepares executive summaries, policy recommendations, and reports detailing employee experience, engagement metrics, and program effectiveness for department leadership. Acts as a key advisor to management on matters concerning organizational culture, workplace climate and workforce succession planning.
20%	Builds partnerships with stakeholders to support employee experience and engagement efforts. Facilitates communication with direct staff and across the organization to resolve the more sensitive issues and provides necessary information upon request. Responds to questions and interprets Department policy and procedures. Prepares miscellaneous correspondence, analytical written assignments, and spreadsheets as requested. Participate in meetings and special workgroups. Provide performance feedback, monitor progress, and arrange the necessary staff development and training. Travel to institutions, headquarters, workshops, and other related events throughout California.
10%	Networks with industry contacts, professional associations, educational groups, trade groups, CCHCS employees, etc. Give presentations at other state departments, colleges, or career fairs and job events.

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the state and local level; a supervisor/manager's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment.

Ability to: Reason logically and creatively 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; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex departmental program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively promote equal opportunity in employment while maintaining a work environment that is free of discrimination and harassment.

DESIRABLE QUALIFICATIONS

Knowledge of best practices in employee engagement, retention, and modifications in complex public sector agencies; knowledge of workforce trends and organizational climate assessment; knowledge of methods of identifying root causes of turnover and developing targeted retention interventions; knowledge of project management.

OTHER DOMAINS

NA

SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT

- CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.

SPECIAL PHYSICAL CHARACTERISTICS

Persons appointed to this position must be reasonably expected to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time but may involve walking or standing for brief periods.

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.
- 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.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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