

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-230-4801-004				
UNIT NAME AND CITY LOCATED Transactions and Benefit Services Elk Grove		CLASSIFICATION TITLE Supervisor II				
		WORKING TITLE Program Manager				
		COI Yes ☒ No ☐	WORK WEEK GROUP E	CBID S01	TENURE P	TIME BASE FT
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO CHCF, 7707 Austin Road, Stockton, CA 95215				
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 Manager II, Transactions and Benefit Services, the Supervisor II is the second line supervisor and is responsible for personnel transactions, benefits and worker's compensation activities for CCHCS staff at the California Health Care Facility (CHCF). Acts as an expert staff resource and ensures CHCF employees are provided with outstanding customer service related to personnel matters. Assigned special projects as needed. Travel to CCHCS in Elk Grove will be required.						
% 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%	Directly responsible for final review of all Personnel Transactions, Benefits, and Worker's Compensation documents processed by staff. Oversees the ongoing training of professional staff in all functions of Personnel Transactions which includes processing personnel action requests, employee action requests, overtime payments, holiday and shift differential pay, employee dock, special pays, updates of the California Leave Accounting System, employee garnishments, payroll adjustments, out-of-class assignments, accounts receivable, Non-Industrial Disability Leave, uniform allowance, and salary advances. Ensures analytical staff receive identified core training to enhance skills and performance of daily assignments/duties. Ensures subordinate supervisory staff					

	receives identified core training appropriate to supervisory level. Assigns workloads, sets priorities, monitor's work progress, interprets civil service laws, rules, regulations, policies and procedures. Approves and provides input for the review and changes of staff assignments. This span of responsibility consists of subordinate managers, supervisors, analysts, professional, technical, and clerical employees.
25%	Coordinates with the California Department of Corrections and Rehabilitation (CDCR) and other human resources programs within CDCR/CCHCS to ensure proper implementation of Pay Letters including General Salary Increases (GSI), Special Salary Adjustments (SSA), Pay Differentials as well as processing, validation and reconciliation for timely, accurate payment.
20%	Approves and provides direction in establishing and implementing procedures related to personnel transactions, benefits, worker's compensation. Provides consultation and final review for respective desk manuals and user guides as needed. Provides consultation and ensures that quality services are rendered to the CCHCS programs. Responds to internal/external correspondence. Researches, develops, and provides written reports related to Personnel issues.
10%	Personally handles the most sensitive and/or complex personnel transactions, benefits, worker's compensation issues for CCHCS programs. Represents CCHCS Personnel Services at Division meetings, conferences, public hearings, committee meetings, and serves as liaison with various control agencies. Evaluates the performance of the staff and provide written evaluations.
5%	Serves as project manager for the successful implementation of items listed on the federal Receiver's Plan of Action pertaining to approved CCHCS Personnel Transaction initiatives and newly created enhancements of automated systems. Performs other job related duties as required. Travel will be required to CCHCS, Elk Grove.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> 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. <i>Ability to:</i> 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 • Principles, practices, and trends in public administration, management, and supportive staff services • Ability to conduct and review analytical work, formulate procedures, policies, and program alternatives, and make recommendations on administrative and program-related problems • Familiarity with relevant state and federal regulations, especially in benefits and transaction

	processing areas (e.g. ERISA, HIPAA, ACA, COBRA and FMLA) • Experience in managing complex benefits or transaction programs, including open enrollment, vendor management, compliance filing, and audit readiness • Demonstrated ability to lead, train, and develop staff; resolve complex governmental and managerial issues; and represent the state or department as assigned • Strong analytical thinking and the ability to make sound decisions under complex conditions • Excellent written and verbal communication, with the ability to train and mentor staff effectively 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 may be reasonably expected to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or to constantly lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time. 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>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>	
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE
	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>	
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