

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

☐ PROPOSED☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Office of Victim and Survivor Rights and Services		POSITION NUMBER (Agency-Unit-Class-Serial) 065-714-1138-938		MCR / HCR 1
DIVISION / UNIT HQ/Operations/Victim Services Unit		CLASSIFICATION TITLE OFFICE TECHNICIAN (GENERAL)		
		WORKING TITLE OFFICE TECHNICIAN (GENERAL)		
		TIME BASE / TENURE LT/FT	CBID R04	WWG 2
LOCATION Elk Grove		INCUMBENT		EFFECTIVE DATE
CDCR'S MISSION, VISION and COMMITMENT				
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. Commitment CDCR and 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.				
DIVISION OVERVIEW				
The Office of Victim and Survivor Rights and Services maintains a comprehensive victim services program and establishes justice practices to ensure crime victims and survivors are afforded the utmost respect in exercising their legal rights. To this end, OVSRS is responsible for providing information, notification, restitution, outreach, training, referral and support services to crime victims and their next of kin.				

GENERAL STATEMENT	
Under the general direction of the Supervisor I, the Office Technician (General) is responsible for assisting the Victim Services Unit in completing assignments related to the Victims of Crime Act (VOCA) Project. Responsibilities include initiating correspondence and information packages in response to requests from victims and the public; responding to telephone inquiries or referring callers to the appropriate staff member; maintaining accurate records and documentation of assignments, and services provided. The actual duties of the Office Technician will include the following:	
% 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.
35%	Provide clerical support for the Victim Offender Dialogue (VOD) Program and the Apology Letter Bank (ALB) Program which includes entering data into reports; proof, format and finalize outgoing correspondence; gather information and initiate correspondence in response to routine requests for written program information; maintain control logs and tracking systems for the office; and develop internal clerical processes, procedures, and forms.
35%	Provide clerical support for staff processing victim participation in parole suitability hearings which include faxing or emailing correspondences to prison staff and the Board of Parole Hearings; file correspondence and reference materials; and verifying victim travel expense claims.
15%	Answer multi-line telephones, forward/transfer calls to staff or their voice mail when they are away from their desks or absent, retrieve and appropriately route voice mail messages from the Call Center
10%	Initiate format and finalize outgoing correspondences including but not limited to Governor parole decisions, Supervised persons at large, and denials of notification requests
5%	Process incoming and outgoing mail; process requests for program forms and information; and copy and collate documents, packages, and information. Provide reciprocal backup support to office staff. Other duties as required.
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.	

CONSEQUENCE OF ERROR		
Consequence of error may result in delays that can prevent the program from providing timely information and services to victims, their families and the general public, which violates Marsy's law. Per Marsy's Law and the Victims Bill of Rights, California Constitution, Article 1, Section 28(b) victims have the right to be treated with dignity and respect, right to timely notices of an incarcerated person's release/BPH hearing and a right to participate in any post-conviction process.		
To be reviewed and signed by the supervisor and employee:		
EMPLOYEE'S STATEMENT:		
<i>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.</i>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
SUPERVISOR'S STATEMENT:		
<i>I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION</i> <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>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE