

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

☐ PROPOSED

☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM California Medical Facility (CMF)		POSITION NUMBER (Agency-Unit-Class-Serial) 076-223-1155-XXX	
DIVISION / UNIT CMF / Correctional Case Records		CLASSIFICATION TITLE Case Records Technician	
		WORKING TITLE Case Records Technician	
		TIME BASE / TENURE FT/LT	CBID R04
LOCATION Solano County		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			
BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS The Case Records Technician is responsible for practices, policies and procedures of Correctional Case Records established by the Department.			
GENERAL STATEMENT			
BRIEFLY (1 OR 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the direct supervision of the Supervising Case Records Technician (SCRT), the Case Records Technician (CRT) performs basic to complex duties related to, processing, maintaining and controlling incarcerated person records and carrying out Correctional Case Records functions. As a departmental liaison on Case Records related issues, the CRT position is involved in detailed, sensitive, and extensive interaction. The CRT plays a key role in intake, transfer, parole and meeting statutory requirements.			
% 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%	Maintain accountability for incarcerated person/offender electronic files (E-files), via the Strategic Offender Management System (SOMS) and Electronic Records Management System (ERMS) departmental databases. Maintain integrity and uniformity of E-files and follow E-file security and confidentiality procedures and policies. Identify, evaluate, interpret, type, copy, scan, track, distribute, or prepare various incarcerated person or CDCR documents, actions, and/or dispositions including but not limited to departmental forms & reports; legal documents from courts or law enforcement; other state, federal, or local agency documents and forms. Based on the nature of these documents, forms, or reports, initiate or take appropriate action according to Departmental policy and timeframes. This includes identifying documents that need action prior to scanning into the		

35%	incarcerated person E-file, proper placement of documents in their appropriate E-File section, quality and assurance (Q&A) and order within that section, and knowledge of which documents do not belong in the E-File. Access, evaluate, enter, update, retrieve, and maintain accurate data and create or print reports for various Case Records processes utilizing the Automated Transfer System, SOMS, ERMS, Board's Information Technology System, California Law Enforcement Telecommunications System and other departmental databases and tracking systems. Coordinate and interact in-person, and/or via telephone, facsimile, E-mail or other written communication with a multitude of people, including but not limited to: staff of all levels throughout the institution and department including contracted staff, as well as other state and local law enforcement agencies, incarcerated person family members, County courts, attorneys, Attorney General's Office, U.S. Immigration and Customs Enforcement, Department of Justice, Federal Bureau of Prisons, CDCR Headquarters and field staff including Division of Parole Operations, Board of Parole Hearings, and Juvenile Justice. Maintain responsibility and perform daily tasks associated with one or more functional areas of average to high complexity within the Case Records Department, which may include: lifer hearing calendars, schedules, and preparation; revocation processing and scheduling; incarcerated person transfers; incarcerated person disciplinary actions; Intake; Pre-Release preparation; Parole and/or discharge; Registrations and Release Date Notifications; Holds, Warrants, and Detainers including Extradition; Out-to-court processing and follow-up, or other related areas within Case Records.								
15%	Collect, review, distribute, process mail received by or sent from the Case Records office. Provide support and act as a back-up to other CRT functions, provide training to other CRT as needed, and act as a lead for ongoing projects. Gather, organize and report information for daily weekly, monthly, quarterly, or yearly reports and special projects.								
15%	Various duties as necessary which may include but are not limited to: coordinating gate clearances, coordinating and scheduling conference rooms, scheduling E-File reviews, personnel related tasks, preparing and coordinating departmental work orders, preparing contracts, tracking and/or ordering supplies, deliver and/or retrieve items from other departments including delivering shred to warehouse. Perform other job related duties as required. Attend training including annual training as required. KNOWLEDGE OF: Modern office supplies, equipment, and procedures; grammar, spelling, punctuation, and modern English usage; and arithmetic. ABILITY TO: Interpret written and numerical data; use personal computer/microcomputer systems and software applications in the performance of technical work; accurately enter data into a computerized database; learn and understand a broad range of technical data and apply it to individual cases; perform technical tasks in the correctional case record keeping process; file case records files and maintain a filing system; communicate effectively; perform mathematical computations; apply laws, rules, and regulations; interpret and use reference material; follow instructions; use tact and good judgment in dealing with fellow employees, the public, and other governmental entities; and operate office machines. Essential Functions/Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The following is a definition of on-the-job time spent in physical activities: <table><tr><td>Constantly:</td><td>Involves 2/3 or more of a workday</td></tr><tr><td>Frequently:</td><td>Involves 1/3 to 2/3 of a workday</td></tr><tr><td>Occasionally:</td><td>Involves 1/3 or less of a workday</td></tr><tr><td>N/A:</td><td>Activity or condition is not applicable</td></tr></table> Standing: Frequently, stands to scan documents, make photocopies, distributing documents and talking to other staff members.	Constantly:	Involves 2/3 or more of a workday	Frequently:	Involves 1/3 to 2/3 of a workday	Occasionally:	Involves 1/3 or less of a workday	N/A:	Activity or condition is not applicable
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Walking: Frequently, has to walk to other areas throughout the Records Dept. to communicate with staff and distribute work, or pick up or deliver items to and from other areas within the institution including the Warehouse.

Sitting: Frequently, at a desk or computer table. Sits while entering data into the computer, talking on the phone. There is a flexibility for movement on a frequent basis to break sitting with standing and walking.

Lifting: Occasionally, lifts items weighing 15-20 lbs.

Carrying: Occasionally, carrying items up to 10lbs.

Stooping/Bending: Occasionally, stoops/bends, to retrieve from lower shelves or filing cabinets. Slight bending at the waist and neck occurs on an occasional basis throughout the day.

Reaching in Front of Body: Frequently, using a keyboard and reaching for various items such as the telephone, materials, and documents on and in the desk.

Reaching Overhead: Occasionally, reaches overhead to retrieve objects from the top shelf.

Climbing: Occasionally, stairwells throughout the institution to get to and from work area.

Balancing: Occasionally, when using the step stool.

Pushing/Pulling: Occasionally, opening cabinets, desk drawers, or rarely carts.

Fine Finger Dexterity: Constantly, writing information onto documents and to type information into the computer, fax machine or telephone.

Hand/Wrist Movement: Constantly, uses hands and wrists in handling of documents, files, typing, scanning, copying, data entry and writing.

Crawling: N/A

Driving: N/A

Sight/Hearing/Speech/Writing Ability: Adequate vision and hearing, as well as the ability to write and speak clearly, are required to effectively perform the essential job duties. The incumbent will frequently use hearing, speech and written language to interact with staff, visitors, incarcerated persons, law enforcement agencies.

Machines, Tools, Equipment, and Work-Aids: Personal computer, telephone, Fax machine, photocopier, shredder, paper cutter, and calculator.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The Case Records Technician works in a thermostatically controlled office.

Fumes: N/A.
Dust: Occasionally, in work or storage areas.
Odors: N/A
Moisture: N/A
Ventilation: Occasionally, ventilation fans to provide air circulation as needed.
Temperature Extremes: N/A
Surfaces: N/A.

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

- Example: 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
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