CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
POSITION DUTY STATEMENT

☐ PROPOSED

☐ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM	POSITION NUMBER (Agency-Unit-Class-Serial)			MCR / HCR
SQRC	095-210-9820-XXX			1/D
DIVISION / UNIT	CLASSIFICATION TITLE			
	Support Services Assistant I (Interpreter)			
	WORKING TITLE			
Americans with Disabilities Act (ADA)	TIME BASE / TENURE	CBID	WWG	COI
	FT	R20	2	Yes ☐ No ☒
LOCATION	INCUMBENT		EFFECTIVE DATE	

CDCR'S MISSION and VISION

Mission
We enhance public safety through safe and secure incarceration of offenders, effective parole supervision, and rehabilitative strategies to successfully reintegrate offenders into our communities.

Vision
We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.

DIVISION OVERVIEW

BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS

GENERAL STATEMENT

BRIEFLY (1 OR 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

The Support Services Assistant (Interpreter) (SSAI) will facilitate communications accurately, effectively and impartially using sign language for hearing impaired and severely speech impaired incarcerated people. The SSAI will also perform other duties related to assisting in the communication process. The SSAI is under the direct supervision of the Institution's Americans with Disabilities Act (ADA) Coordinator and Indirect supervision of the Warden. This position may require the SSAI to travel to other correctional institutions, other than their assigned facility, if needed by the California Department of Corrections and Rehabilitation (CDCR). Overtime hours may be necessary when required for emergency circumstances. In compliance with the Code of Ethics as set forth by the National Registry of Interpreters for the Deaf, the SSAI will perform sign language interpreting services to uphold effective communications standards and ongoing compliance with Federal, State and Departmental ADA laws, regulations, policies and procedures.

% 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%	Respond to requests for sign language interpreting communications via telephone, in person, email or pager to provide a wide range of sign language interpreting services for hearing impaired, hard of hearing incarcerated people and severely speech impaired incarcerated people that rely on sign language for effective communication.
35%	The incumbent may be required to provide interpreter services through videoconferencing for incarcerated people at other institutions. Communications include but are not limited to, interpreting for incarcerated people in the Incarcerated People Disciplinary Process, Administrative Segregation Unit Placements, Classification Committee Process, Computation Review Process, Health Care

25% 5%	Delivery, Caseworker contacts, Incarcerated Person Appeals Process, Participation in the Education Programs, Board Hearings and related Parole proceedings, Attorney visits, and will interview hearing impaired and severely speech impaired incarcerated people to determine their methods of communication. Prioritize and coordinate interpreting requests and assignments. Prepare and maintain written reports and documents. Track the workload associated with sign language interpreting services for incarcerated people within the institution. Work closely with the scheduling staff to arrange for additional contract interpreting services when necessary. Provide information and referrals on various topics associated with sign language, hearing devices and assistive technology such as TTY's, etc. Attend meetings and periodic training and conference calls as assigned/required to assist with the institution's compliance with Federal, State and Departmental laws, policies and procedures involving ADA, sign language interpreting and effective communication. Attend In-Service Training as required. Performs other related duties.

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

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
EDUCATION and/or EXPERIENCE:
Proficiency in facilitating communication between hearing impaired and hearing persons individually and/or in large groups using American sign language and spoken language. and Experience: Equivalent to six months' experience providing interpreting services to hearing impaired persons. or Certificate: Possession of at least one valid certificate issued by the Registry of Interpreters for the Deaf.
KNOWLEDGE OF: Methods of and proficiency in facilitating communication between hearing impaired and hearing persons by sign language and spoken language.
ABILITY TO: Relate well to individuals, representatives or other State agencies and communities; read and write English at a level required for successful job performance.
LANGUAGE SKILLS: Proficiency in facilitating communication between hearing impaired and hearing persons individually and/or in large groups using American sign language and spoken language.
REASONING ABILITY: None noted.
CERTIFICATES, LICENSES, REGISTRATIONS: Possession of at least one valid certificate issued by the Registry of Interpreters for the Deaf.
OTHER SKILLS AND ABILITIES: Ability to maintain regular attendance and to be punctual.
SPECIAL PERSONAL CHARACTERISTICS: Neatness, willingness to follow directions; sensitivity to the communication process between hearing impaired and hearing persons and the needs of the persons involved in that process;
and ability to maintain confidentiality. Some positions may require driving. For those positions, possession of a valid California driver license will be required. Applicants who do not possess this license will be admitted to the examination but
must secure the license prior to appointment.
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 the on-the-job time spent in physical activities:
Constantly: Involves 2/3 or more of a workday
Frequently: Involves 1/3 to 2/3 of workday
Occasionally: Involves 1/3 or less of workday

N/A: Activity or condition is not applicable
Standing: Occasionally - to utilize a photocopier, to file, shred, confer with other staff, and interpreting services.
Walking: Occasionally - to access printouts from the printer, obtain files or supplies, confer with other staff, and interpreting services.
Sitting: Constantly - to operate a computer terminal, complete paperwork, interpreting services or utilize a telephone at a desk. Worker may stand and walk intermittently.
Lifting: Occasionally - to move paperwork, files, binders and office supplies weighing up to five pounds. A stack of files weighing up to 10 pounds may be very occasionally lifted.
Carrying: Occasionally - to move the above noted items short distances within the office.
Bending/Stooping: Occasionally - to access forms under a counter, or supplies or files on lower shelves or in lower drawers. Slight bending at the waist and neck may occur frequently during the day while working at a desk over paperwork.
Reaching in Front of Body: Frequently - to access a computer keyboard, answer a telephone, review files, operate a photocopier, or retrieve items from shelves or drawers.
Reaching Overhead: Occasionally - to retrieve files from the top shelves of a five-shelf vertical file.
Climbing: To utilize stairs
Balancing: To maneuver the uneven terrain in and around the institution.
Pushing/Pulling: Occasionally - to open and close drawers and binders.
Kneeling/Crouching: N/A.
Crawling: N/A
Fine Finger Dexterity: Constantly – to perform interpreting services, to sort through paper, operate a computer and ten-key, and write notes.
Hand/Wrist Movement: Constantly – to perform interpreting services, to operate a computer, telephone, photocopier, ten-key and other office equipment; to handle papers, files and binders; to open and close drawers and obtain supplies; and to write notes.
Driving Cars/Trucks/Forklifts or Other Moving Equipment: N/A
Hearing/Speech: Constantly - to perform interpreting services, communicate with co-workers and by telephone.
Sight: Constantly – to perform interpreting services, to access a computer, read, review and generate paperwork.
WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
The Support Services Assistant I (Interpreter) works in an open office area where each employee has their own desk area. Floors are carpeted/linoleum covered concrete and lighting is florescent. Temperatures are thermostatically controlled. The Support Services Assistant I (Interpreter) will walk outside their office to perform interpreting services, and may occasionally obtain paperwork from another office.
MACHINES, TOOLS, EQUIPMENT, AND WORK-AIDS: Telephone, electric typewriter, personal computer, printer, l0-key, copy machine, shredder, hole punch, paper cutter, and fax machine.
COMMENTS: Work hours vary.
Information for this document was obtained by reviewing the State Personnel Board specification for this classification and through observation of duties as they are currently performed.

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 time line 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