CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

☐ PROPOSED

☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM	POSITION NUMBER (Agency-Unit-Class-Serial)			MCR / HCR
California Institution for Women	086-228-5278-002			
DIVISION / UNIT	CLASSIFICATION TITLE			
	Management Services Technician			
	WORKING TITLE			
Administration	Management Services Technician			
	TIME BASE / TENURE	CBID	WWG	COI
	FT	R01	2	Yes ☐ No ☒
LOCATION	INCUMBENT		EFFECTIVE DATE	
Community Resources				

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 Custody Operations, Housing, and Program Services division has 3 main departments. Custody Operations is responsible for institution security operations, including the Watch Commander and Watch Office, Personnel Assignments, Visiting operations, and other security measures. The Housing Department is responsible for all Incarcerated Person housing needs, to include feeding, some classification services, and Incarcerated Person discipline. Program Services is responsible for all Incarcerated Person programming activities in Education, California Correction Training and Rehabilitation Authority, and indirect supervision of the Integrated Substances Use Disorder Treatment and Family Services.

GENERAL STATEMENT

Under the supervision of the Community Resources Manager (CRM), the Management Services Technician (MST) will perform the less difficult gathering and analysis of program information associated with the Rehabilitative Achievement Credit (RAC) earning programs, Milestone Completion Credit (MCC) earning programs, Incarcerated Person Activity Groups (IAGs), Self-Help Programs, Innovative Grant Recipient (IGE) programs, Self-Help Sponsors, and Volunteers. The duties require the ability to analyze written and

numerical date accurately; write and communicate effectively; interpret and edit written material; and main professional demeanor and confidentiality as required. The MST will assist with data and tracking of Incarcerated Person group activities into Strategic Offender Management System (SOMS). The MST will provide assistance and guidance to incarcerated person(s) while sponsoring incarcerated persons group activities.

% 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%	Collect, review and analyze program related information for incarcerated person and input Inmate Assignment activity date into tracking databases to include but not limited to Strategic Offender Management System (SOMS), SharePoint, and Excel. Place incarcerated person(s) on waiting lists for activities in SOMs. Analyze waitlists, recognize barriers, and make recommendations to management as appropriate. Gather information to process and issue Inmate Assignment cards for each assigned incarcerated person. Assist in perform program research, collecting date and preparing summary statistical date, and other reporting purposes. Identify trends and make recommendations to management to improve the performance of programs. Support timely and effective implantation of programs by providing verification, tracking, recording, and follow up for classification and /or additional information for reporting or auditing purposes. Create reports, charts, memorandums by utilizing the date collected, reported and analyzed regarding program performance, periodic program evaluations and standards compliance reviews of the various programs.
30%	Provide support to the Department's credit earning program opportunities. Sponsor incarcerated person activities within the institution grounds, such as alcohol and substance abuse prevention, anger management, victim awareness and best parenting practices. Oversee all activities within the designated area during the programs' allotted timeframes and gather daily attendance roster; verify incarcerated person presence; secure all activity areas when not in use; promote and inspire incarcerated person cooperation; and verify satisfactory participation for each incarcerated person in the program.
25%	Log into various tracking database and analyze incoming volunteer packages, review to determine action required to the appropriate staff, and provide follow-up ensuring due dates are met. Compose responses to inquiries for review and approval of appropriate staff. Communicate with institution staff, headquarters staff, incarcerated person's, and the public regarding program offerings.
10%	Perform any combination of general office, clerical and/or typing duties which may include, but is not limited to: preparing/editing/formatting correspondence, reports and other documents; mailing and/or document handling; filing; photocopying; using office related equipment and approved computer software in a competent manner and records management. Perform administrative duties including, but not limited to: adhere to Department policies, rules and procedures; submitting administrative requests including leave, travel, and training in a timely and appropriate manner; accurately report time and submit time sheets by the due date. Work week: Tuesday – Saturday Regular Day's Off: Sunday and Monday Work hours: 12:00 pm – 8:00 pm

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