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 Health Care Facility (CHCF)	190-210-9820-XXX			1
DIVISION / UNIT	CLASSIFICATION TITLE			
	Support Services Assistant (Interpreter)			
	WORKING TITLE			
Division of Adult Institutions Administration/ADA Coordinator	Support Services Assistant (Interpreter)			
	TIME BASE / TENURE	CBID	WWG	COI
	FT	R20	2	Yes ☐ No ☒
LOCATION	INCUMBENT		EFFECTIVE DATE	
Stockton, CA				

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

You are a valued member of the department's team. You are expected to work Cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your efforts to treat others fairly, honestly, and with respect are critical to the success of the department's mission.

GENERAL STATEMENT

The Support Services Assistant (Interpreter) (SSAI) will facilitate communications accurately, effectively and impartially using sign language for hearing impaired and severely speech impaired incarcerated individuals. 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 to 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%	Respond to requests for the incarcerated population with 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 and severely speech impaired that rely on sign language for effective communication.
35%	The incumbent may be required to provide interpreter services through videoconferencing for the incarcerated person at other institutions. Communications include but are not limited to interpreting for the incarcerated in the Disciplinary Process, Administrative Segregation Unit Placements, Classification Committee Process, Computation Review Process, Health Care Delivery, Caseworker contacts, Incarcerated 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 persons to determine their methods of communication.
25%	Prioritize and coordinate interpreting requests and assignments. Prepare and maintain written reports and documents. Track the workload associated with sign language interpreting services for inmates 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.
5%	Perform administrative duties including, but not limited to adhere to Department policies, rules and procedures; submit administrative requests including leave, travel, and training in a timely and appropriate manner; accurately report time and submit timesheets by the due date. Attend In-Service Training 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

- 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**