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
Division of Adult Parole Operations (DAPO)	061-008-1154-500			1
DIVISION / UNIT	CLASSIFICATION TITLE			
	Supervising Case Records Technician			
	WORKING TITLE			
Parole Case Records	Supervising Case Records Technician			
	TIME BASE / TENURE	CBID	WWG	COI
	LT/FT	S04	2	Yes ☐ No ☒
LOCATION	INCUMBENT		EFFECTIVE DATE	
San Bernardino				

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 Division of Adult Parole Operations is responsible for protecting the community by enabling parole agents to play an active role in the local community's public safety plans and supporting the supervised population in their effort to successfully reintegrate into the community. The Division offers a wide range of programs and services and utilizes evidence-based tools to effect long-term behavior change for supervised individuals to earn an opportunity to discharge. The goal is to maintain gains during their parole period that will extend to post supervision. Following their release from incarceration, the Division supervises the most serious and violent persons in the state. The diverse population includes but is not limited to supervised persons with gang affiliations, persons sentenced to a life term, persons with mental illness, persons required to register pursuant to Penal Code 290, and Armstrong class members.

GENERAL STATEMENT

Under the general direction of the Correctional Case Records Supervisor, the Supervising Case Records Technician (SCRT) is the working level supervisor responsible for planning, organizing, directing and monitoring the daily clerical and case records support functions of the Parole Case Records office. The SCRT directly supervises Case Records Technicians (CRT), establishes workload priorities, assigns and reviews work, monitors attendance and performance, provides training and technical guidance, resolves operational and records related issues and ensures adequate cross coverage during vacancies and absences. The SCRT exercises independent judgment in day to day supervisory and operational matters, evaluates workload, business processes, and procedures, prepares and reviews reports, and recommends improvements to promote accurate, timely and efficient operations. The SCRT schedules and ensures staff attend annual In-Service Training and personally attends mandatory annual training.

% 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%	Plan, organize, direct, and supervise the daily work of CRTs. Establish priorities, assign, distribute and monitor workload; review completed work for accuracy, completeness, timeliness and compliance with established case records procedures and departmental requirements. Provide on-going technical guidance, coaching and training; monitor attendance and performance; maintain supervisory files of subordinate staff, complete probationary and annual performance reports; Identify performance deficiencies; provide feedback and corrective direction; and follow applicable disciplinary guidelines when necessary. Participate in interviewing, selecting, onboarding and developing staff.
25%	Collect, compile, review, analyze and summarize workload and operational data regarding activities of the unit. Monitor pending assignments, completion timeframes, productively, backlogs, error trends and staffing needs, prepare workload and management reports; assist in developing workload projections and identifying resource needs; and provide recommendations to management regarding workload distribution, staffing, training and operational priorities. Review, evaluate, and recommend operating procedures to reflect changes resulting from legislation, policy, or other operational functions.
15%	Develop, implement, and monitor cross-training and cross-coverage plans to maintain continuity of Parole Case Records operations during vacancies, absences, workload fluctuations, and changing operational priorities. Evaluate staff training needs; coordinate or conduct training; verify staff understanding of procedures; and monitor application of training. Personally perform or assist with the more difficult or complex work as necessary.
10%	Host, participate and attend meetings and represent unit in management and staff meetings. Communicate changes in policies, procedures, priorities and operational requirements to subordinate staff and ensure consistent implementation within the unit. Participate as a member of a task force or work groups evaluating business operations, workflows and procedures. Identify inefficiencies, recurring errors, training gaps and opportunities for process improvement.
5%	Act as liaison for Parole Case Records in contacts with the public, other state agencies and departments, District Attorney offices, Sheriff's Offices, Police Departments and probation departments, institutions, parole units and other appropriate stakeholders regarding records related issues.
5%	**Personnel Management** Plan, organize, direct, and evaluate the work and performance of staff. This includes, but is not limited to, the following: Comply with state and federal laws, rules, regulations, bargaining unit contracts, and policies in all personnel practices, including, but not limited to: hiring, employee development, and management. Recruit, hire, train, develop, and provide leadership to a diverse staff. Monitor, evaluate, and create written performance appraisals of staff. Counsel staff and initiate disciplinary actions, as necessary. Identify appropriate long-range plans and goals to address succession planning and knowledge transfer.

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.

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