



PAROLE SERVICE ASSOCIATE

Department of Corrections and Rehabilitation

Departmental Open Examination
Examination Code: 1CE08
Final Filing Date: November 19, 2021

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

TESTING DEPARTMENTS

California Department of Corrections and Rehabilitation (CDCR)

CLASSIFICATION DETAILS

Salary Range:

\$4,384.00- \$7,077.00 per month

View the [classification specification](#) for the Parole Service Associate classification.

WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated below.

HOW TO APPLY

All applicants must complete and submit an [Examination Application \(STD. 678\)](#) and a copy of unofficial college transcripts.

By mail to:

**Department of Corrections and Rehabilitation
Office of Workforce Planning
P.O. Box 942883
Sacramento, CA 94283-0001**

Or in person at:

**Department of Corrections and Rehabilitation
1515 S Street
Sacramento, CA 95811-7243
Attn: Office of Workforce Planning, 211S**

If you are personally delivering your application you must do so between the hours of **8:00 a.m.** and **5:00 p.m.**, Monday through Friday, excluding holidays, on or before the final filing date to the same street address as listed above.

Completed applications and all required documents must be received or postmarked by the Final Filing Date in order to be considered. If an application is received after the final filing date with a late or missing postmark, the application is considered late. It is the applicant's responsibility to submit their application on time and to ensure the envelope is postmarked if applying by way of U.S. mail or contains proof of timely deposit with a parcel delivery or courier service. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the United States Postal Service (USPS), are not considered Postmark dates for the purpose of determining timely filing of an application.

NOTE: Only applications with an original signature will be accepted.

SPECIAL TESTING ARRANGEMENTS

If you require special testing arrangements due to a verified disability or medical condition, mark the appropriate box on your Examination Application (STD. 678) and you will be contacted to make specific arrangements. You may also contact the Office of Workforce Planning at (916) 322-2545.

APPLICATION DEADLINES/REQUIREMENTS

November 19, 2021, is the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after this date will not be accepted for any reason.

All applicants must meet the minimum qualifications for this examination by the last day of the written test, March 19, 2022.

TEST DATE

The written test dates will be **March 14 – 19, 2022**.

MINIMUM QUALIFICATIONS

Either 1

Experience: One year of experience in the California state service performing duties comparable in level of responsibility to an Office Technician; **and**

Education: Completion of 15 semester units of college courses. (Persons who will complete course work requirements during the current quarter or semester will be admitted to the examination, but they must produce evidence of successful completion of the curriculum before they may be considered eligible for appointment.)

Or 2

Experience: Six months of experience within the last ten years assisting in casework services for a caseload of clients in a program designed to assist in resolving the employment, social and community readjustment needs of parolees; **and**

Education: Completion of 15 semester units of college courses. (Persons who will complete course work requirements during the current quarter or semester will be admitted to the examination, but they must produce evidence of successful completion of the curriculum before they may be considered eligible for appointment.)

IMPORTANT: When using education and/or specific course work to meet the minimum qualifications, you must submit a copy of unofficial transcripts along with your application.

Qualifying experience may be combined on a proportionate basis if the requirements stated above include more than one pattern and are distinguished as "Either" 1, "or" 2, "or" 3, etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern 1, and additional experience amounting to 50% of the required time of Pattern 2, may be admitted to an examination as meeting 100% of the overall experience requirement.

OUT-OF-CLASS EXPERIENCE: A "completion of an out-of-class assignment" memorandum, dated within one year of assignment completion, is required to use as out-of-class experience to meet the minimum qualifications for examination purposes. Employees may obtain this documentation from his/her Institutional Personnel Officer/Personnel Liaison. Out-of-class experience without required documentation will not be considered for examination purposes.

SPECIAL PERSONAL CHARACTERISTICS

Genuine interest in and enthusiasm for the rehabilitation of parolees; willingness to earn the respect and confidence of other individuals, follow directions, and participate in prescribed classroom and on-the-job training; interest in working as a learner; willingness to work irregular hours; emotional stability; and neat personal appearance.

POSITION DESCRIPTION AND LOCATION(S)

A **Parole Service Associate**, under professional supervision, provides liaison service between parole agents and parolees; provides casework services for a selected case load of clients in a program designed to assist in resolving the employment, social and community readjustment needs of parolees; assists in the conduct of research projects; and does other related work.

Position(s) exist Statewide in CDCR.

EXAMINATION INFORMATION

The written examination will be administered in an online format consisting of job-related multiple-choice questions.

Candidates will be emailed: CLASSMARKER Test Link

Candidates will need the following: A desktop/laptop/tablet/mobile device with access to the internet

Compatible Web Browsers/Devices: Internet Explorer, FireFox, Chrome, Safari, Edge, Opera, Desktop/Laptop/Tablet, iPhone, iPad, Android, and Chromebook.

It is anticipated the online written examination will be held **March 14-19, 2022**.

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More information regarding the examination will be sent to the email address provided on your application.

PLEASE ENSURE THE CORRECT EMAIL ADDRESS IS INDICATED ON YOUR EXAMINATION APPLICATION (STD. 678). PLEASE MONITOR YOUR INBOX AND JUNK/SPAM FOLDER FOR EMAIL CORRESPONDENCE RELATED TO THIS EXAMINATION.

EXAMINATION PLAN

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the examination. **CANDIDATES WHO DO NOT APPEAR FOR THE WRITTEN TEST WILL BE DISQUALIFIED.**

Note: The written test will consist of three component(s): English Usage (Definitions), English Usage (Spelling, Punctuation, Vocabulary, and Grammar) and Reading Comprehension. The Written Test Study Guide is available from the CDCR website at: [Parole Service Associate Study Guide](#) or in person at the street address listed above.

Online Written Test -- Weighted 100.00%

Scope: Emphasis in the examination will be on measuring competitively, relative to job demands, each candidate's:

Knowledge of:

1. Needs, problems, attitudes, and behavior patterns of culturally different people of the community.
2. Basic principles and techniques of vocational guidance and correctional rehabilitation.
3. Narcotic testing.
4. Interviewing techniques.

Ability to:

1. Interpret and translate data to professional staff.
2. Relate well to residents of culturally different communities.
3. Communicate effectively.
4. Benefit from instruction and training.
5. Carry out written and oral directions.
6. Maintain records.
7. Conduct narcotic testing.
8. Interpret and apply rules and instructions.

The Job Analysis identifies job duties and job requirements for the classification and may be referenced in preparing for the examination. The Job Analysis for the Parole Service Associate is available on the CDCR website at: [CDCR Job Analysis](#)

Note: To ensure a fair and equitable opportunity for all competitors, CDCR does not authorize the gathering of informal study groups or the distribution of informal sample test questions to prepare for examinations. Additionally, pursuant to California Government Code Sections 19680 and 19681, candidates are not to obtain or discuss test questions and/or answers from current or prior examinations to prepare for upcoming examinations.

ELIGIBLE LIST INFORMATION

The resulting eligible list will be established to fill vacancies for CDCR.

Successful candidates that gain list eligibility will only retain that eligibility until a new Parole Service Associate examination is given. Additionally, eligibility may be abolished after 12 months of establishment, with no further notice to the eligible. For future examinations, visit [CalCareer Website](#).

VETERANS' PREFERENCE/CAREER CREDITS

Veterans' Preference will be granted in this examination. Veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference. Career credits will not be granted in this examination.

DIVERSITY AND INCLUSION

The California Department of Corrections and Rehabilitation and the California Correctional Health Care Services are committed to building an inclusive and culturally diverse workplace. We are determined to attract and hire more candidates from diverse communities and empower all employees from a variety of cultural backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts to increase representation at all levels of the Department.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

GENERAL INFORMATION

It is the candidate's responsibility to contact CDCR's Office of Workforce Planning at (916) 322-2545 five days prior to the written test date if he/she has not received his/her notice.

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Applications are available at CDCR, California Department of Human Resources (CalHR), local offices of the Employment Development Department, and through your [CalCareer Account](#).

Veterans' Preference: California law allows the granting of Veterans' Preference in any **Open** examination. In accordance with Government Code Sections 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) any veteran, widow or widower of a veteran, or spouse of a 100% disabled veteran, who achieves a passing score in an open examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference; 2) Veterans' Preference is not granted once a person achieves permanent civil service status.

Directions to apply for Veterans' Preference are available at the CalHR's website by clicking on the following link: [CalCareer Veterans](#). Additional information can also be found at the California Department of Veterans Affairs at [CalVet Veterans](#).

The Department of Corrections and Rehabilitation reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

Examination Locations: If this examination requires a written test and/or oral interview, they will be scheduled throughout the State at the correctional institutions, youth facilities, and/or parole regions. However, locations of the written test and/or oral interview may be limited or extended as conditions change.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination and fingerprinting may be required. In open examinations, investigation may be made of employment records and personal history.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
OFFICE OF WORKFORCE PLANNING
EXAMINATION SERVICES UNIT
1515 S STREET, ROOM 211S, SACRAMENTO, CA 95811
EMAIL: ExamHelpDesk@cdcr.ca.gov
PHONE: (916) 322-2545
Telecommunications Relay Service: 711

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