

EDITED TASK LISTING

CLASSIFICATION: COMMUNITY RESOURCES MANAGER, DOC

NOTE: Each position within this classification may perform some or all of these tasks.

Task Statements	
1.	Oversee all inmate activity groups, religious faith based programs and other volunteer programs in order to promote opportunities for successful re-entry into the community by utilizing community resources on a continuous basis.
2.	Manage community-sponsored activities for inmates (e.g., Citizens Advisory Committee [CAC], volunteers, partnerships, self-help and inmate activity groups) to increase inmate participation in correctional programs and provide opportunities for interaction between the community and the department utilizing Departmental Operations Manual (DOM), Title 15, rules, regulations, policies, procedures and communication skills as deemed necessary by the hiring authority.
3.	Develop training and orientation programs for staff, contract staff and volunteers to provide an understanding of the laws, rules and regulations pertaining to departmental policy utilizing effective communication skills and appropriate government codes and statutes as required.
4.	Conduct training for staff, contract staff and volunteers to provide an understanding of the laws, rules, regulations and security operations within an institutional setting utilizing effective communication skills and appropriate government codes and statutes as required by departmental policy.
5.	Coordinate community resources programs within the institution to ensure operational efficiency and maintain the successful overall mission of the institution and Department utilizing the Departmental Operations Manual (DOM), California Code of Regulations [CCR] Title 15, rules, regulations, policies, procedures and communication skills on a daily basis.
6.	Monitor community resource providers and volunteers (such as recruitment, interviewing, screening, training and retention) to ensure the safety and security of staff, inmates and volunteers utilizing proper training techniques and effective management skills as needed.
7.	Establish collaborative partnerships with the community (i.e., public officials, general public, agencies, and local service providers) to ensure an understanding of correctional programs, policies and procedures for community collaboration utilizing interpersonal skills and effective communication to support the department's mission as needed.
8.	Consult with the institution management, Headquarters staff and various organizations, (e.g., legislative staff, CAC, Victims of Crime etc.) to assist in establishing community partnerships utilizing communication skills and knowledge of the Department's mission, policies and procedures, on a daily basis.
9.	Act as liaison for contract staff, volunteers and community leaders in order to ensure inmates are receiving needed services and the community is aware of institutional needs utilizing effective communication and training as necessary.

Tasks highlighted in bold text are not currently on the SPB classification specification

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10.	Coordinate the CAC meeting in order to provide communication to strengthen the institutions' partnerships with the community by allowing interested citizens to voice their concerns and make suggestions for facility and program enhancements utilizing CCR Title 15 and DOM, as needed.
11.	Evaluate program conditions (i.e., religious activities, medical needs, high security areas, inmate restrictions, etc.) accurately and take effective action to ensure the safety, security and privacy of staff, contract staff, volunteers and inmates utilizing institutional awareness, policy and procedures when necessary.
12.	Conduct presentations to local organizations (i.e., city council, board of supervisors, schools, job fairs, etc.) to encourage community partnerships, inmate programming, community service projects and overall awareness of the Departments mission utilizing effective communication (e.g., verbal, multi-media presentation, etc.) as directed by the hiring authority.
13.	Monitor budget allotments for self-help sponsors and other line items to ensure proper expenditures which support inmate programming utilizing time sheets, sponsor schedules and other support documents on a continuous basis.
14.	Collect program data (i.e., number of volunteers, self-help sponsors, inmate participation etc.) to ensure programs are sufficient and appropriate for the inmate population, utilizing computer programs, sign-in sheets, time sheets and gate clearances on a continuous basis.
15.	Submit and monitor appropriate program reports to management for evaluation (e.g., inmate activity groups, community volunteer involvement, fundraising, special events and religious activities, etc.) utilizing appropriate software (e.g., Strategic Offender Management System [SOMS], Electronic Record Management System [ERMS], Volunteer Tracking System [VTRACK], Comparative Statistics [COMPSTAT], etc.) as required by departmental policy.
16.	Maintain an awareness of community support groups (i.e., changes in religious principles, alternative programming, etc.) to maintain effectiveness of existing programs utilizing community contacts, outreach groups, social media and the CAC on a continuous basis.
17.	Update all applicable DOM policy supplements and local operating procedures necessary for Community Resources Manager (CRM) responsibilities (i.e., religious programs, gifts and donations, volunteer training, inmate activities, etc.) to ensure they support local and departmental needs, as required.
18.	Oversee rehabilitative support contract services (i.e., visitor center and family liaison services) to ensure compliance of the scope of work within the contract language utilizing sign-in sheets, various reports, personal observation and address inmate/family concerns on a continuous basis.

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19.	Supervise chaplaincy services (i.e., State Chaplains and Native American Spiritual Leader, volunteers, religious diet programs etc.) to ensure all inmates are allowed constitutionally mandated access to religion pursuant to/utilizing CCR Title 15 and DOM or as directed by federal and state policy.
20.	Provide supervision of self-help sponsors and oversight of various volunteer service providers to ensure appropriate inmate services are provided to meet the rehabilitative needs of the inmate population by means of observation, participation response and administrative direction, as necessary.
21.	Manage inmate charitable group fund-raising activities (i.e., toy drives, sale of products and/or commodities, etc.) to ensure activities serve community needs and are in compliance with institutional/departmental policies utilizing community contacts, local media and social media as requested by the hiring authority or activity groups.
22.	Represent the Department on local community committees (i.e., CAC, community outreach groups, etc.) to ensure that the institution maintains partnerships utilizing local contacts, public officials, CCR Title 15, and DOM as needed.
23.	Oversee gifts and donations to ensure monetary and non-monetary items from internal and external sources are appropriate for the institution and are in compliance with Title 15, DOM, local rules and regulations utilizing departmental documentation (Authorization to Accept Gifts and Donations), on a continuous basis.
24.	Manage program compliance to include reviews, audits and surveys to monitor program outcomes, identify deficiencies and implement corrective action plans when appropriate to gain innovative ideas in relation to operations, local practices and conditions utilizing departmental policy, procedures, rules, regulations and statutes as needed.
25.	Oversee gate clearances and institutional identification cards for contractors and volunteers entering or leaving the facility to ensure accountability, the safety and security of the institution and the public utilizing CCR Title 15, DOM, and other procedures as required by departmental policy.
26.	Promote and adhere to the Department's Equal Employment Opportunity (EEO)/ Sexual Harassment Prevention Policy and maintain a positive work environment that is free of discrimination and harassment utilizing training, State and Federal laws, CCR Title 15 and DOM on a daily basis.
27.	Demonstrate professional demeanor when addressing confidential and sensitive issues utilizing effective communication to establish and maintain positive working relationships in all situations on a continuous basis.
28.	Participate in the recruitment/hiring process of Chaplains and self-help sponsors to provide qualified candidates to ensure inmate services and programs are appropriately attained utilizing departmental policy and California Department of Human Resources (CALHR) regulations as required.

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29.	Reply to first level inmate appeals to include review, interview and response to the appellants' concerns or issues utilizing the approved process, CCR Title 15, and DOM as needed.
30.	Supervision of staff, contracted staff and volunteers to ensure a positive work environment, safety and security of the institution by conducting work performance evaluations and training utilizing corrective action, disciplinary action per federal and state policy as required.
31.	Respond to internal and external request for correspondence/interview to provide information or material for current/scheduled institutional activities and functions utilizing memorandum, press releases, electronic mail and tele-conference as needed.