



# COMMUNITY RESOURCES MANAGER, DEPARTMENT OF CORRECTIONS

Final Filing Date: December 1, 2017

## OPEN

### AN EQUAL EMPLOYMENT 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 to 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.

### EXAMINATION BASE

DEPARTMENTAL FOR:

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION (CDCR)

### WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated below.

### HOW TO APPLY

Submit Examination Application (Std. Form 678) <https://jobs.ca.gov/pdf/STD678.pdf>

**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, 101N  
(916) 322-2545

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, on or before the final filing date, to the street address listed above.

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

### APPLICATION DEADLINE/ REQUIREMENTS

**December 1, 2017**, is the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after this date will not be accepted for any reason.

### TEST DATE

It is anticipated that Qualifications Appraisal Interviews will be held during **January/February 2018**.

### SALARY RANGE(S)

As of: **October 31, 2017**

**\$5,814 – \$8,368**

### MINIMUM QUALIFICATIONS

#### Either I

Broad and extensive experience, at least five years, which shall have developed an understanding of correctional institution programs, including inmate custody and classification within the Department of Corrections. This experience must have included at least two years in the California state service performing duties at the level of responsibility of a Correctional Counselor II (Supervisor) or Correctional Lieutenant.

#### Or II

**Experience:** Three years of managerial or second level supervisory experience in developing and implementing community service programs or serving as a liaison to community-based organizations or service groups in one or more of the following areas:

1. Criminal Justice or
2. Law Enforcement or
3. Government or
4. A multiservice program

(Experience in the California state service applied toward this requirement must include at least two years performing duties at the level of responsibility of a Correctional Counselor II (Supervisor) or Correctional Lieutenant.) **and**

**Education:** Equivalent to graduation from college. (Additional qualifying experience may be substituted on a year-for-year basis.)

**NOTE:** Equivalent to graduation from college refers to a Bachelor's degree. Applicants must have the number of semester or quarter credits, as well as the required coursework necessary to be awarded a four year Bachelor's degree. When education and/or specific course work is required, provide a copy of unofficial transcripts along with your application.

**Special Personal Characteristics:** Ability to effectively represent the Warden, Assistant Director, or Director in the community; ability to successfully interact with a wide range of community individuals and with correctional staff; demonstrated capability to develop, coordinate, and obtain community-based resources; sympathetic or empathetic understanding of the problems of correctional institution staff and inmates; tact; emotional stability; maturity; and neat personal appearance.

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

**MINIMUM  
QUALIFICATIONS  
(CONTINUED)**

**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.

**EXAMINATION  
PLAN**

This examination will consist of a Qualifications Appraisal Interview only. The interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview. **CANDIDATES WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

**Qualifications Appraisal -- Weighted 100.00%**

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

**A. Knowledge of:**

1. The dynamic relationship between a correctional institution and the community.
2. Modern principles and practices in penal administration and criminology.
3. Provisions of religious services within the correctional setting.
4. Current theory and practice in regard to volunteer recruitment, training, supervision, retention, and evaluation.
5. The role of citizen advisors in corrections.
6. Use of contracted services for inmate/family-related issues.
7. Training methods and planning and conducting in-service training programs.
8. Community organizations, facilities, and services, both volunteer and non-volunteer.
9. Principles and techniques for developing effective public relations.
10. Dynamics of interpersonal relationships and behavior.
11. Survey methods.
12. Analytical techniques.
13. Influencing public opinion.
14. Victims and victim rights groups' needs.
15. Effective fund-raising techniques.
16. Contractual requirements for services for inmates/families.
17. Institution administration and program personnel.
18. Institutional programs both custody and non-custody, regulations, and functions of the CDCR and the Board of Parole Hearings.
19. Principles of audits and corrective action plans.
20. Successful program monitoring methods.
21. Development and application of strategic plans and key business objectives.
22. Principles of budget and cost allocations.
23. Contract management requirements in State service.
24. The structure and functions of nonprofit organizations and Board of Directors.
25. Mission of all major departmental programs.
26. Impact of current and proposed legislation on Department programming.
27. Rules and regulations governing religion, Arts in Corrections, services to communities, volunteer services, gifts and donations, and service contracts.
28. Current and pending litigation and/or court mandates relative to all areas of responsibility.
29. Principles of effective supervision.
30. Supervisory responsibilities under the Ralph C. Dills Act.
31. Supervisor's role in promoting equal opportunity in hiring, development, and promotion of employees and for maintaining a work environment which is free of discrimination and harassment.

**B. Ability to:**

1. Formulate, plan, organize, and direct community-based programs for inmates related to religion, art, services to communities, self-help groups, and volunteers.
2. Supervise in-prison programs for art and religion.
3. Develop, allocate, coordinate, and control all community resources within a correctional institution.
4. Establish and maintain cooperative working relations with elected officials, staff members, public agencies, local education agencies, Citizen Advisory Committees, victim service organizations, art-related organizations, religious organizations, and civic groups.
5. Develop and implement activities for funds and services.
6. Analyze and evaluate highly sensitive program areas and situations accurately and take effective action.
7. Collect and interpret data.
8. Write clear and concise reports.
9. Effectively articulate resource needs by making verbal presentations to small and large community groups.
10. Design and implement new programs.
11. Develop and conduct training and orientation programs.
12. Keep abreast of trends and dynamic issues in the field.
13. Provide liaison between major Department community programs.
14. Coordinate and/or conduct formal audits
15. Plan, organize, direct, and evaluate the work of employees.
16. Assess the training needs of employees.
17. Develop staff.
18. Understand and fulfill supervisory responsibilities under the Ralph C. Dills Act.
19. Effectively promote equal opportunity in employment and maintain a work environment which is free of discrimination and harassment.

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 **COMMUNITY RESOURCES MANAGER, DOC** is available on the CDCR website at:

[http://www.cdcr.ca.gov/Career\\_Opportunities/HR/OPS/Exams/Analysis/index.html](http://www.cdcr.ca.gov/Career_Opportunities/HR/OPS/Exams/Analysis/index.html)

**ELIGIBLE LIST  
INFORMATION**

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

Eligibility may be abolished after 12 months of establishment, with no further notice to the eligible. For future examinations, visit [www.jobs.ca.gov](http://www.jobs.ca.gov).

**POSITION  
DESCRIPTION AND  
LOCATION(S)**

**The Community Resources Manager, DOC** plans, organizes, and directs major programs related to the community which include, but are not limited to: volunteer services, grants and donations, inmate community service projects, Arts in Corrections, inmate/family services, religious programming, and community service projects. Incumbents in this classification work either for a single correctional institution or as a lead in headquarters for a combination of several correctional institutions.

Positions exist throughout the state at various institutions and at Headquarters in Sacramento with CDCR.

**SPECIAL TESTING  
ARRANGEMENTS**

If you have a disability and need special testing arrangements, mark the appropriate box on the "Examination Application." You will be contacted to make specific arrangements.

**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.

**GENERAL INFORMATION**

**It is the candidate's responsibility** to contact CDCR's Office of Workforce Planning at (916) 322-2545 three weeks after the final filing date if he/she has not received a progress notice.

**Applications are available** at CDCR, California Department of Human Resources (CalHR), and Employment Development Department offices. To create a CalCareer account and obtain an application, visit [www.jobs.ca.gov](http://www.jobs.ca.gov). With an account, you can take state civil service examinations, store different versions of your application, apply for vacancies at 150 departments, track your application status and save your resume all in one place.

**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: <https://jobs.ca.gov/CalHRPublic/Landing/Veterans.aspx>. Additional information can also be found at the California Department of Veterans Affairs at [www.calvet.ca.gov/veteran-services-benefits/employment](http://www.calvet.ca.gov/veteran-services-benefits/employment).

**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 changed. Such revisions will be in accordance with civil service laws and rules and all competitors 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.

**Eligible Lists:** Eligible lists established by a competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional; 2) departmental promotional; 3) multidepartmental promotional; 4) servicewide promotional; 5) departmental open; 6) open. When there are two lists of the same kind, the older must be used first.

**If you meet the requirements** stated in this bulletin, you may take this examination. Possession of the entrance requirement(s) does not assure success in the examination or placement on the employment list. All candidates who pass the examination described in this bulletin will be ranked according to their scores.

**General Qualifications:** Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, 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, an investigation may be made of employment records and personal history.

**IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE 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.**

**ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES WILL BE HIRED**

**FOR CURRENT CDCR TESTING INFORMATION CALL (916) 322-2545**  
Telecommunications Relay Service (TRS): DIAL 7-1-1  
[www.cdcr.ca.gov](http://www.cdcr.ca.gov)

**THIS CANCELS AND SUPERSEDES ALL PREVIOUSLY ISSUED BULLETINS**