

## EDITED KSAPC LISTING

### CLASSIFICATION: CORRECTIONAL CASE RECORDS SUPERVISOR

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

<b>KSAPC Statements</b>	
<b>Knowledge of:</b>	
K1.	Comprehensive knowledge of determinate and indeterminate sentence and parole laws to audit, calculate and process each case appropriately.
K2.	Comprehensive knowledge of the inmate classification process to calculate an inmate's release date and appropriate work groups.
K3.	Comprehensive knowledge of the Board of Parole Hearings and their functions to audit an electronic file (e.g., SOMS/ERMS) and to determine how to process each case.
K4.	Basic knowledge of correctional administration to understand various staff roles in the case records process.
K5.	Advanced knowledge of the legal documents, forms, and processes used in the establishment, maintenance, control, and disposition of individual inmate/parolee criminal case records to properly process data.
K6.	Comprehensive knowledge of math computations to calculate accurate inmate/parolee release dates.
K7.	Comprehensive knowledge of research techniques to access information and resources.
K8.	Comprehensive knowledge of resource materials to accomplish day-to-day case records functions.
K9.	Comprehensive knowledge of the various automated systems utilized by Case Records/Division of Adult Parole Operations (DAPO) staff to enter and retrieve information.
K10.	Basic knowledge of training methods used in the planning and conducting of on the job training to maintain a case records staff that is aware of changing priorities or processes.
K11.	Basic knowledge of the information disclosure statutes to comply with laws, rules, and regulations.
K12.	Comprehensive knowledge of maintaining the security of offender information to secure the integrity of the information in automated systems, files, and case records.
K13.	Comprehensive knowledge of the departments automated record-keeping systems and various filing systems to ensure effective record keeping.
K14.	Basic knowledge of personnel laws, rules, and regulations to maintain compliance and ensure a harassment-free work environment.
K15.	Basic knowledge of the supervisor's role in the Equal Employment Opportunity (EEO) process and objectives to ensure a discriminate-free work environment.
K16.	Basic knowledge of the principles of effective supervision to direct and develop Case Records staff.
K17.	Basic knowledge of interviewing skills to obtain information from inmates/parolees and others.
K18.	Comprehensive knowledge of the appeals process to effectively communicate case information to inmates/parolees and staff.

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

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<b>KSAPC Statements</b>	
<b><i>Knowledge of:</i></b>	
K19.	Basic knowledge of writing techniques to provide information, prepare correspondence, desk procedures, accurate and concise reports, and respond to grievances and/or inmate/parolee appeals.

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<b>KSAPC Statements</b>	
<b>Ability to:</b>	
A1.	Analyze and interpret legal documents and court orders to ensure compliance with court's intent.
A2.	Perform more difficult and analytical tasks in the record keeping process of inmate/parolee records to recognize and correct discrepancies and irregularities.
A3.	Prepare accurate and concise reports to provide information for use by CDCR and interested parties.
A4.	Perform mathematic computations to calculate accurate inmate/parolee release/discharge dates.
A5.	Prioritize workload and meet deadlines to ensure compliance with laws, rules and regulations, Departmental policies and procedures.
A6.	Communicate effectively to disseminate information as a Departmental representative.
A7.	Make sound decisions and recommendations using a variety of analytical techniques/resources to complete work assignments and resolve complex operational and supervisory issues.
A8.	Provide criminal identification services to CDCR administration (Investigative Services Unit [ISU], Special Services Unit [SSU], etc.) and other federal, state, county and local agencies to identify discrepancies and assist in the detention of fugitives.
A9.	Disseminate information to Departmental personnel, law enforcement, and/or the general public in response to inquiries.
A10.	Learn, understand, retain, and recall a broad range of technical and critical data as it pertains to individual cases to ensure all decisions are correct and complete.
A11.	Maintain records, data, and/or information for past/present/future use.
A12.	Follow and/or disseminate verbal and written instructions to accomplish daily case records functions.
A13.	Operate a personal computer and automated records systems to access, enter, and retrieve information.
A14.	Provide ongoing training to staff to create a knowledgeable work force and produce quality work.
A15.	Provide leadership in all situations to promote and maintain the organizational vision, values, mission, goals and objectives.
A16.	Plan the work of Case Records staff to create an efficient work force and complete organizational objectives.
A17.	Organize the work of Case Records staff to create an efficient work force and complete organizational objectives.
A18.	Direct the work of Case Records staff to create an efficient work force and complete organizational objectives.
A19.	Estimate the future need for office supplies and equipment to maintain an efficient Case Records office.

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<b>Ability to:</b>	
A20.	Contribute to the Department's EEO objectives to maintain a harassment-free and equitable work environment.
A21.	Multi-task duties to maintain operational effectiveness of the office and to meet deadlines.
A22.	Maintain professionalism, courtesy, and respect at all times to ensure a productive work force and harassment-free work environment.
A23.	<b>Demonstrate flexibility with changing work objectives and adapt to organization and mission changes.</b>
A24.	<b>Maintain confidentiality with inmate/parolee information and staff personal and professional concerns.</b>

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<b>KSAPC Statements</b>	
<b><i>Special Personal Characteristics:</i></b>	
SPC1.	Demonstrate a capacity for assuming progressively greater responsibility to effectively accomplish the mission of the Case Records Services.
SPC2.	Demonstrate tact at all times to communicate effectively with individuals of diverse cultural backgrounds, various professions, and personalities.
SPC3.	Patience to deal with problematic issues.
SPC4.	Leadership qualities to provide guidance to others while being held to a higher professional standard.
SPC5.	Willingness to read or view potentially graphic or discomfoting information.