

## EDITED KSAPC LISTING

CLASSIFICATION: Volunteer Services Program Manager, YA

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

<b>KSAPC Statements</b>	
<b>Knowledge of:</b>	
K1.	Advanced knowledge of principles and methods of administration, organization and management to oversee the volunteer/foster grandparent program.
K2.	Basic knowledge of Departmental and institutional policies in order to ensure compliance with all CDCR rules, regulations and mandates.
K3.	Basic knowledge of training and motivational techniques in order to enhance staff/volunteer development to promote a cohesive work environment.
K4.	Comprehensive knowledge of the principles and practices of organization administration including program planning, monitoring, evaluating and budgeting in order to effectively manage youthful offender treatment programs.
K5.	Basic knowledge of methods used in problem solving between youthful offenders and volunteer/foster grandparents to ensure a cohesive environment.
K6.	Basic knowledge of individual and group counseling in order to assist volunteer/foster grandparent in their successful interaction with youthful offenders.
K7.	Basic knowledge of a manager's responsibility in promoting equal opportunity in hiring and employee development to ensure an environment free of discrimination, violence and harassment for youthful offenders and staff.
K8.	Basic knowledge of diverse racial and cultural characteristics of youthful offenders and how these characteristics impact placement of volunteer/foster grandparents with the youthful offenders in order to maintain a safe and secure work environment.
K9.	Comprehensive knowledge of coordinating activities to promote fundraising.
K10.	Basic knowledge of the principles and techniques of personnel management to meet the Department's expectations.
K11.	Comprehensive knowledge of the organizations and services of public and private agencies available to assist in the goals of the Volunteer/Foster Grandparent program.
K12.	Basic knowledge of computer usage (e.g. software program, etc.) to maintain accurate records, communicate effectively and contribute to the Departments need.
K13.	Comprehensive knowledge of program management to be able to effectively run a program on a daily basis.
K14.	Basic knowledge of supervisory principles, practices and techniques to plan, oversee, and direct the work activities of staff and volunteer/foster grandparent.

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<b>Ability to:</b>	
A1.	Provide leadership by demonstrating high moral standards (e.g., integrity, honesty, emotional maturity, neat personal appearance, etc.) in order to accomplish daily operational efficiency and promote the Department's vision, values, missions and goals.
A2.	Prepare written documents to disseminate and communicate information (e.g., e-mail, reports, compliance reviews, outcomes, recommendations, audits, etc.).
A3.	Gain the interest, respect, and cooperation of staff and youthful offenders in order to ensure effective working relationships.
A4.	Establish and maintain cooperative relations with facility staff in order to maintain a positive work environment.
A5.	Apply principles and techniques of individual and group supervision of volunteer/foster grandparents in order to provide evaluation and training.
A6.	Train, evaluate and discipline volunteer/foster grandparents in the performance of their duties to improve work performance.
A7.	Supervise, plan, organize and direct the work of volunteer/foster grandparents in order to meet daily operations of the unit.
A8.	Plan and coordinate activities to promote fundraising.
A9.	Prepare reports and compose correspondence to ensure effective communication.
A10.	Keep records in order to maintain required historical information.
A11.	Provide constructive criticism and reinforcement in order to enhance work performance.
A12.	Establish and maintain positive working relationships in order to develop team cohesion.
A13.	Communicate effectively with others in order to be successful at your work site.
A14.	Effectively conduct interviews in order to provide accurate, detailed and concise information.
A15.	Organize and complete the daily tasks in a timely manner.
A16.	Analyze situations accurately in order to make appropriate decisions and take timely and effective action.
A17.	Elicit cooperation, interest and respect of an individual or a group of volunteer/foster grandparents in order to maintain positive and pro-social relationships.
A18.	Meet with the public to inform them about the programs of the facility in order to establish and maintain public involvement and participation in accordance with the mission of CDCR.
A19.	Use computer databases to create documents, query, input information, retrieve and update database information.
A20.	Effectively promote equal opportunity in employment in order to maintain a work environment that is free of discrimination and harassment.
A21.	Use reference manuals and policies (e.g., Foster Grandparent Program Operations Handbook (FGPO), State Administrative Manual (SAM), Business Information Systems (BIS) etc.) to create/maintain a productive workforce.

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<b><i>Special Personal Characteristics:</i></b>	
SPC1.	An objective understanding of the problems of youthful offenders in custody.
SPC2.	Demonstrate capability to develop, coordinate, and obtain community-based resources.
SPC3.	Demonstrate a professional appearance and demeanor.
SPC4.	Demonstrate tact, emotional stability, and maturity.
SPC5.	Demonstrate patience.
SPC6.	Demonstrate a sensitivity and understanding of the issues associated with the criminal justice system.