

EDITED TASK LISTING

CLASSIFICATION: CORRECTIONAL CASE RECORDS SUPERVISOR

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

Task Statements	
1.	Oversee the work of Case Records staff (Case Records Technicians [CRT], Supervising Case Records Technicians [SCRT] and Correctional Case Records Analysts [CCRA], etc.) by planning, organizing, and prioritizing daily tasks, to maintain the integrity of information on inmate/parolee records, and ensure all processes are complete and accurate using effective communication skills, supervision skills, etc. on a continuous basis.
2.	Direct the work of Case Records staff to maintain the integrity and accuracy on inmate/parolee records, using effective communication and supervision skills, policies, etc. (e.g., Federal/State law, Departmental Operations Manual [DOM], etc.) as directed by California Department of Corrections and Rehabilitation (CDCR) Management.
3.	Monitor the Case Records staff to maintain compliance with all hearings under the Board of Parole Hearings (BPH) jurisdiction (e.g., Non Violent Second Strikers [NVSS], Elderly Parole, Youth Offender, etc.) by reviewing necessary documents (revocation and/or extension packets, lifer hearings, lifer decisions and transcripts, etc.) using Boards Information Technology System (BITS), Strategic Offender Management System (SOMS), Electronic Records Management System (ERMS), etc. pursuant to DOM, CCR Title 15, case law, etc. as mandated.
4.	Establish/maintain confident and cooperative working relationships with all departmental and contract employees, State agencies, and private agencies to meet the Department's goals and objectives, promote communication/participation, enhance morale and productivity using interpersonal communication skills, professional knowledge, and experience on a continuous basis.
5.	Provide effective leadership to Case Records staff by monitoring daily work assignments, keeping informed of work status, conducting regular meetings, and being consistent to ensure staff is performing their duties using duty statements and effective communication on a continuous basis.
6.	Conduct on the job training to instruct Case Records staff on departmental policy, rules and regulations, information disclosure statutes, Health and Safety issues, etc. as it applies to case records functions using desk procedures, State and Federal laws, rules and regulations, etc. as needed and/or directed.
7.	Direct Case Records staff in the processes required for Public Interest and High Notoriety Cases for accuracy, completeness, and compliance of time frames using DOM, SOMS, ERMS, etc. as mandated and/or directed.
8.	Oversee Case Records staff attendance to produce an effective workforce and maintain positive morale using basic supervision skills, Bargaining Unit agreements, and policies/procedures, etc. on a daily basis.
9.	Plan work schedules and assign duties to maintain the operational needs of the office using effective management skills/tools (e.g., communication, time management, workload monitoring) as needed.

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10.	Maintain supervisory files on assigned staff (e.g., disciplinary documents, Probationary Performance Reviews, Individual Development Plans [IDP], duty statements, etc.) to keep accurate records of employees and to ensure documentation is available for future reference, review and documentation using organizational skills, a filing system, etc. on a daily basis.
11.	Maintain a productive workforce by advising Case Records staff on policies/procedures in accordance with guidelines mandated by the California Department of Human Resources (CalHR) (e.g., Family Medical Leave Act [FMLA], Equal Employment Opportunity [EEO], Employee Assistance Program [EAP], etc.), using effective communication skills, knowledge of standard employment policies to enhance employee performance, as needed.
12.	Ensure the accurate completion of processes and forms by Case Records staff (e.g., legal mandates, Holds, Warrants and Detainers [HWD], etc.) to be in compliance with Federal/State law or policies/procedures using information retrieved from the inmate/parolee SOMS/ERMS, California Law Enforcement Telecommunications Systems (CLETS), etc. as directed.
13.	Train CCRA on inmate/parolee record related matters to process case load, assist in interpreting and applying laws and policies, etc. using Parole Violation Data Tracking System (PVDTS), SOMS/ERMS, and available resource material [e.g., Federal/State Law, DOM, Instructional/Informational Memos, etc.) as needed and/or directed by the CCRM.
14.	Perform quality control of Case Record information related to inmate sentences, parole procedures, audits and calculations to ensure the appropriate and accurate application of credit earning status, analysis of legal documents, etc., using SOMS/ERMS, Federal/State law, CDCR policies and procedures, etc. and provide on the job training, on a daily basis.
15.	Monitor CCRA's workload for accuracy related to classification committee actions (work credit groups, credit forfeitures and/or restorations, etc.) pertaining to the calculation of release dates for inmates/parolees using Federal/State law, policies/procedures, supervisory review and on the job training, as needed.
16.	Audit/review court case sentencing documents for accuracy and legal standing using Abstract of Judgment (AOJ), Minute Orders (MO), court transcripts, and recent state legislation, etc. to ensure that the inmate is properly placed and that credit earning status is correct for every new inmate case record, as received.
17.	Compute accurate release dates, discharge review dates, and controlling discharge dates to prevent erroneous inmate/parolee releases/discharges and litigation using the electronic release date calculation worksheet pursuant to CDCR policies/procedures, etc. on a daily basis.

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18.	Oversee inmate/parolee electronic file audits completed by CCRA's to ensure proper interpretation and application of written and verbal directives using source documents, case laws, court decisions and administrative policies/procedures, etc. on a daily basis.
19.	Conduct face-to-face or telephone interviews with inmates/parolees relative to Case Records issues to comply with the CDCR appeals process pursuant to case law, rules, regulations, policies/procedures using research techniques, applicable resources, and effective verbal/written communication skills, etc. as needed.
20.	Provide indirect supervision of inmates to prevent escape and/or injury by inmates to themselves, others or to property, in order to maintain the safety and security of the correctional facility using CCR Title 15, DOM, institutional operational procedures, etc. as needed.
21.	Access automated systems to ensure work efficiency (e.g., query, update, enter and retrieve inmate/parolee information) and to support case records functions by using BITS, SOMS/ERMS, PVDTS, CLETS, etc. on a daily basis.
22.	Research all necessary source documents obtained from SOMS/ERMS (legal documents, Probation Officer's Report [POR], disciplinary actions, etc.) in completing audits of inmate/parolee case files to appropriately respond to inquiries and ensure compliance, using DOM, Federal/State law, Instructional/ Informational Memos, etc. on a daily basis.
23.	Analyze written and verbal directives to complete audits of inmate/parolee case files, using source documents, court decisions, and administrative policies/procedures, etc. on a daily basis.
24.	Interpret various written and verbal directives to complete audits of inmate/parolee case files, using source documents, court decisions, and administrative policies/procedures, etc. on a daily basis.
25.	Apply various written and verbal directives to complete audits of inmate/parolee case files, using source documents, court decisions and administrative policies/procedures, etc. on a daily basis.
26.	Review policies and procedures to develop and write internal office procedures to effectively train and direct staff in the performance of their duties using resource material (Federal/State law, DOM, CCR Title 15, etc.) as needed, mandated and/or directed.
27.	Prepare a written response relative to Case Records issues etc., to comply with the CDCR appeals process pursuant to case law, policies/procedures using the electronic release date calculation worksheet, research techniques, automated systems (e.g., BITS, SOMS, ERMS, etc.) as needed.
28.	Prepare other written documents (e.g., correspondence, memorandums, desk procedures, etc.) to provide data/information to staff/management, public, other legal agencies, inmate/parolee families, etc. using effective communication skills, research, CDCR applicable resources, etc. as needed/directed.

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29.	Ensure the integrity of offender information maintained by the Case Records staff by providing on-going training pursuant to Public Records Act, Third Party Review Process, DOM, policies/procedures, as directed.
30.	Analyze indeterminate/determinate sentences and parole procedures to audit, calculate, and ensure appropriate and accurate interpretation of legal documents, etc., using the Federal/State law, policies and procedures, etc. on a daily basis.
31.	Analyze/interpret classification committee actions (e.g., work credit groups, restorations, etc.) pertaining to calculation of release dates for inmates to prevent erroneous release using policies/procedures, on a daily basis.
32.	Analyze various written directives to appropriately respond to inquiries, ensure compliance, develop and write internal office procedures, using laws, rules and regulations, as mandated and directed.
33.	Interpret various written directives to appropriately respond to inquiries, ensure compliance, develop and write internal office procedures, using laws, rules and regulations, as mandated and directed.
34.	Apply various written directives to appropriately respond to inquiries, ensure compliance, develop and write internal office procedures, using laws, rules and regulations, as mandated and directed.
35.	Represent the Department, in formal or informal settings, regarding legal proceedings for State Personnel Board (SPB), workers compensation, Superior Court hearings, civil court hearings, and meetings to obtain and report information and/or represent the interest of the Department, and be in compliance with court orders, or as directed by CDCR Management, using interpersonal communication skills, electronic files, case records knowledge, etc. as needed.
36.	Act as a liaison with Federal, State, County and outside agencies, as well as attorneys and the public, regarding inmate's/parolee's case records issues, to provide information (written or verbal) using effective communication skills, case records knowledge, Public Information Practices, and Public Records Act, on a regular basis.
37.	Facilitate the hiring process by conducting interviews, evaluating and recommending candidates for appointment to fill identified vacant positions using various methods of filling vacancies (certification lists, transfers, reinstatements, etc.) as needed.
38.	Initiate and/or participate in the Progressive Discipline process to correct/improve employee performance/behavior or address issues of substandard performance using effective communication, training, performance evaluations, informal/formal documentation, etc. as needed.
39.	Participate in meetings/committees/teams/task forces to plan, develop and implement projects, policies and procedures, act as liaison with various departments, and make recommendations using effective communication skills, professional knowledge, DOM, etc. as needed.

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40.	Assume the responsibility of the overall operation of the Case Records Department in the absence of the Correctional Case Records Manager (CCRM) to accomplish the completion of daily Case Records functions by organizing and directing a variety of staff in resolving critical issues using supervisory skills, effective communication skills, established policies/procedures, etc. as necessary.
41.	Monitor and actively participate in supervision of staff behavior to ensure a productive workforce and a harassment-free work environment using methods and techniques of supervision (e.g., provide direction and training to staff, counseling, conflict resolution, etc.) as directed.
42.	Analyze and interpret written and verbal directives related to computerized systems data input/query (e.g., ATS, BITS, SOMS, ERMS, CLETS, etc.) to ensure work efficiency using system manuals, job aides, Instructional Memorandums, etc. as mandated and directed.
43.	Apply written and verbal directives to effectively train and direct staff related to computerized systems data input/query (e.g., ATS, BITS, SOMS, ERMs, CLETS, etc.) using system manuals, job aides, Instructional Memorandums, etc. as mandated and directed.
44.	Promote the department's Equal Employment Opportunity (EEO) program in the hiring process to maintain a work environment that is free of discrimination and harassment using training and state regulations, policies, procedures, etc. on a daily basis.
45.	Enforce the department's EEO program in the work place to maintain an environment that is free of discrimination and harassment using training and state regulations, policies, procedures, etc. on a daily basis.