

EDITED KSAPC LISTING

CLASSIFICATION: COMMUNITY RESOURCES MANAGER, DOC

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

KSAPC Statements	
Knowledge of:	
K1.	Basic operational knowledge of the working relationship between a correctional institution and the community to establish and develop partnerships in support of the Departments mission.
K2.	Basic knowledge of modern principles and practices of correctional institutions' programmatic and rehabilitative needs.
K3.	Basic knowledge of religious services within the correctional setting to ensure legislative and constitutional compliance.
K4.	Basic knowledge of volunteer outreach, training, supervision, retention, and evaluation to be in compliance with the appropriate laws, rules, regulations and Departmental policy.
K5.	Basic knowledge of the use of contracted services to support any program needs within an institutional setting.
K6.	Comprehensive knowledge of training methods, presentation development and delivery techniques to provide training and informational presentations to staff, volunteers and community outreach.
K7.	Basic knowledge of community organizations, facilities and services to support the Department's rehabilitative program needs.
K8.	Comprehensive knowledge of public relations, principles and techniques to create effective working relationships with the community.
K9.	Comprehensive knowledge of establishing collaborative partnerships to gain support from internal and external stakeholders and educate the public in support of the Department's mission.
K10.	Basic knowledge of program evaluation and reporting methodology to determine sustainability of institutional programs.
K11.	Basic knowledge of principles of budget and cost allocations to develop and manage program expenditures.
K12.	Basic knowledge of contract management oversight within any level of government contractual agreements to be in compliance with the appropriate laws, rules, and regulations.
K13.	Basic knowledge of rehabilitative programs provided which support the Departments' mission.
K14.	Basic knowledge of the role of State and local entities to maintain positive working partnerships.
K15.	Comprehensive knowledge of supervisory principles, practices and techniques to plan, oversee and direct the work activities of both staff and volunteers.
K16.	Comprehensive knowledge of a managers' role in the Equal Employment Opportunity (EEO)/Sexual Harassment prevention policy to promote and provide a harassment free working environment.

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

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Knowledge of:	
K17.	Basic knowledge of Board of Parole Hearing process to support inmates in appropriate programs.
K18.	Basic knowledge of developing corrective action plans to comply with audit deficiencies.
K19.	Basic knowledge of the impact of current and proposed legislation pertaining to programing for departmental compliance with the current laws, rules and regulations.

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Ability to:	
A1.	Manage rehabilitative programs for inmates related to religion, community outreach, self-help groups and volunteers to ensure compliance with appropriate laws and departmental policies.
A2.	Establish and maintain collaborative partnerships with public officials, departmental programs, public agencies, Citizen Advisory Committee, victim services organizations, religious groups and civic organizations to support the Department's mission.
A3.	Gather data in order to evaluate programs accurately to determine continued use.
A4.	Write clearly and concisely in order to communicate effectively.
A5.	Effectively articulate the Department's mission via presentations to internal and external stakeholders.
A6.	Conduct staff/volunteer training and orientation programs in order to meet operational needs.
A7.	Develop and implement new programs to enhance rehabilitation and public safety.
A8.	Coordinate audits for safety and security compliance.
A9.	Fulfill supervisory responsibilities to plan and direct the work activities of staff/volunteers.
A10.	Effectively promote equal opportunity in employment and maintain a work environment which is free from discrimination and harassment in order to create and maintain a fair and equitable work environment.

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<i>Personal Characteristics:</i>	
PC1.	Effectively represent the Department in the community.
PC2.	Successfully interact with a wide range of stakeholders.
PC3.	Demonstrate capability to develop, coordinate and obtain community outreach resources.
PC4.	Demonstrate diplomacy, emotional stability, empathy and reliability.
PC5.	Present a professional appearance and demeanor.