



COMMUNITY RESOURCES MANAGER, DEPARTMENT OF CORRECTIONS (DOC) Qualifications Assessment

Department of Corrections and Rehabilitation

Departmental Open Examination
Final Filing Date: Continuous

EXAMINATION INFORMATION

This examination will provide you with an opportunity to demonstrate significant aspects of your qualifications for the **Community Resources Manager, DOC** classification with the California Department of Corrections and Rehabilitation (CDCR). The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in this examination. If successful, your name will be placed on an eligible list for the classification listed above. The list will be used to fill positions statewide with CDCR. A "Conditions of Employment" section is included in this examination which will allow you to select the time bases and location(s) you are interested in working. Please print out, **personally complete**, and sign this examination form.

Read the instructions below carefully before completing the assessment. Failure to do so may result in an inability to process your assessment and disqualification from this examination.

AFFIRMATION STATEMENT

I hereby certify that the information provided on this Qualifications Assessment is true and correct to the best of my knowledge and contains no willful misrepresentations or falsifications. I also understand that if it is later discovered that I have made any false representations, I may be removed from the examination and/or the eligible list resulting from this examination, have adverse action taken against me which could result in loss of state employment, and/or suffer loss of right to compete in any future state examinations.

Name (Printed): _____

Address: _____

City/State/Zip Code: _____

Home Telephone Number: _____

Work Telephone Number: _____

Signature: _____

Date: _____

FILING INSTRUCTIONS

All applicants must complete and submit the following examination materials:

- [Examination Application \(STD. 678\)](#)
- Qualifications Assessment

By mail to:

**Department of Corrections and Rehabilitation
Talent Acquisition and Career Services
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: Talent Acquisition and Career Services, 101N**

If you are personally delivering your application and Qualifications Assessment, you must do so between the hours of **8:00 a.m.** and **5:00 p.m.**, Monday through Friday, excluding holidays, on or before the cut-off date to the street address listed above.

NOTE:

- All examination materials must have original signatures.
- Be sure your envelope has adequate postage if submitting via mail.
- Faxed or emailed copies will **NOT** be accepted under any circumstances.
- Make and keep a photocopy of the completed Qualifications Assessment for your records.

GENERAL INSTRUCTIONS

This Qualifications Assessment is the sole component of the examination. To obtain a position on the eligible list, a minimum score of 70% must be achieved. Therefore, please be sure to review and follow all instructions carefully as missing or incomplete information may result in disqualification or a lower score.

This examination is comprised of the following areas:

- Affirmation Statement (page 1)
- Filing Instructions / General Instructions (page 2)
- Prior State Employment / Conditions of Employment (pages 3 - 4)
- Rating Instructions (page 5)
- Knowledge & Experience Assessment (pages 6 - 15)

YOUR RESPONSES ARE SUBJECT TO VERIFICATION

Please keep in mind that all information provided on this Qualifications Assessment will be subject to verification at any time during the examination process, hiring process, and even after gaining employment. Anyone who misrepresents his/her experience will be subject to adverse consequences, which could include the following action(s):

- Removal from the examination process
- Removal from the eligible list / certification list
- Loss of State employment
- Loss of rights to compete in any future state examinations

PRIOR STATE EMPLOYMENT INFORMATION

Complete this next section **ONLY** if you have been previously dismissed from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. **IF THIS DOES NOT APPLY TO YOU, please skip this question.**

Do you have written permission from the California Department of Human Resources (CalHR) to take this examination?

☐ YES

☐ NO

State Personnel Board, Rule 211 provides that a dismissed state employee may only participate in State Civil Service examinations if he/she has obtained prior consent from the State Personnel Board.

CONDITIONS OF EMPLOYMENT

PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE.

If you are successful in this examination, your name will be placed on an active employment list and referred to fill vacancies Statewide according to the conditions you specify on this form.

TYPE OF APPOINTMENT YOU WILL ACCEPT

Please mark the appropriate box(es) - you may check "(A) Any" if you are willing to accept any type of employment.

☐ (D) Permanent Full-Time ☐ (R) Permanent Part-Time ☐ (K) Limited-Term Full-Time ☐ (A) Any

If all are marked and you receive an appointment other than permanent full-time, your name will continue to be considered for permanent full-time positions.

LOCATION(S) YOU ARE WILLING TO WORK

☐ **5 ANYWHERE IN THE STATE** – If this box is marked, no further selection is necessary

NORTHERN REGION

☐ 0100 – Alameda County

☐ 0200 – Alpine County

☐ 0300 – Amador County

- Mule Creek State Prison

☐ 0400 – Butte County

☐ 0500 – Calaveras County

☐ 0600 – Colusa County

☐ 0700 – Contra Costa County

☐ 0800 – Del Norte County

- Pelican Bay State Prison

☐ 0900 – El Dorado County

☐ 1100 – Glenn County

☐ 1200 – Humboldt County

☐ 1700 – Lake County

☐ 1800 – Lassen County

- High Desert State Prison

☐ 2100 – Marin County

- CSP, San Quentin

☐ 2300 – Mendocino County

☐ 2500 – Modoc County

☐ 2800 – Napa County

☐ 2900 – Nevada County

☐ 3100 – Placer County

☐ 3200 – Plumas County

☐ 3400 – Sacramento County

- CSP, Sacramento
- Folsom State Prison
- Richard A. McGee Correctional Training Center

☐ 3800 – San Francisco County

☐ 3900 – San Joaquin County

- California Health Care Facility

☐ 4100 – San Mateo County

☐ 4500 – Shasta County

☐ 4600 – Sierra County

☐ 4700 – Siskiyou County

☐ 4800 – Solano County

- California Medical Facility
- CSP, Solano

☐ 4900 – Sonoma County

☐ 5100 – Sutter County

☐ 5200 – Tehama County

☐ 5300 – Trinity County

☐ 5500 – Tuolumne County

- Sierra Conservation Center

☐ 5700 – Yolo County

☐ 5800 – Yuba County

CENTRAL REGION

- ☐ 1000 – **Fresno County**
 - Pleasant Valley State Prison
- ☐ 1400 – **Inyo County**
- ☐ 1500 – **Kern County**
 - California City Correctional Facility
 - California Correctional Institution
 - Kern Valley State Prison
 - North Kern State Prison
 - Wasco State Prison
- ☐ 1600 – **Kings County**
 - Avenal State Prison
 - CSP, Corcoran
 - CA Substance Abuse Treatment Facility
- ☐ 2000 – **Madera County**
 - Central California Women's Facility
 - Valley State Prison
- ☐ 2200 – **Mariposa County**
- ☐ 2400 – **Merced County**
- ☐ 2600 – **Mono County**
- ☐ 2700 – **Monterey County**
 - Correctional Training Facility
 - Salinas Valley State Prison
- ☐ 3500 – **San Benito County**
- ☐ 4000 – **San Luis Obispo County**
 - California Men's Colony
- ☐ 4300 – **Santa Clara County**
- ☐ 4400 – **Santa Cruz County**
- ☐ 5000 – **Stanislaus County**
- ☐ 5400 – **Tulare County**

SOUTHERN REGION

- ☐ 1300 – **Imperial County**
 - Calipatria State Prison
 - CSP, Centinela
- ☐ 1900 – **Los Angeles County**
 - CSP, Los Angeles County
- ☐ 3000 – **Orange County**
- ☐ 3300 – **Riverside County**
 - California Rehabilitation Center
 - Chuckawalla Valley State Prison
 - Ironwood State Prison
- ☐ 3600 – **San Bernardino County**
 - California Institution for Men
 - California Institution for Women
- ☐ 3700 – **San Diego County**
 - RJ Donovan Correctional Facility
- ☐ 4200 – **Santa Barbara County**
- ☐ 5600 – **Ventura County**

ADDRESS OR EMPLOYMENT CHANGES

After list release, successful candidates may update any address and/or availability for employment preference information by accessing their [CalCareer Account](http://www.calcareers.ca.gov) (www.calcareers.ca.gov) on the California Department of Human Resources (CalHR) website.

Once logged into your CalCareer Account, from the **My Account** page:

- Update your personal information (name, address, phone number) by selecting “Contact Information” under **Account Management**.
- Update your employment preference information (tenure, time base, location preferences) by selecting “Exam / Assessment Records” under **Exams / Assessments**, then selecting the list you have eligibility on, then selecting “Change Conditions of Employment” under **Eligibility Record Actions**.

RATING INSTRUCTIONS

Rate your knowledge and experience performing specific job-related actions, using the rating scale(s) below.

Respond to each statement, beginning on the following page, by indicating how the statement applies to you. You are required to respond to every statement by marking one option for each of the two scales provided. Responses may not be changed or added once submitted to Talent Acquisition and Career Services. Missing responses will result in a lower score.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or not paid.

SCALE #1 - KNOWLEDGE RELATED TO PERFORMING THIS ACTION

Extensive Knowledge

I possess an expert knowledge level to the extent that I have effectively performed tasks related to this knowledge in the most difficult and complex situations **and** I have instructed others on specific aspects of this knowledge.

Moderate Knowledge

I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.

Basic Knowledge

I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.

Limited Knowledge

I have some knowledge of how to perform this task, but I may require additional instruction to apply my knowledge effectively.

No Knowledge

I have no knowledge of how to perform this task or what it may entail.

SCALE #2 - EXPERIENCE RELATED TO PERFORMING THIS ACTION

Extensive Experience

I have more than 5 years of experience in regularly performing this action **and** I have instructed others on this specific action.

Moderate Experience

I have more than 4 years, but less than 5 years of experience performing this action **and** I can perform it independently.

Basic Experience

I have more than 3 years, but less than 4 years of experience performing this action **and** I have performed it regularly with minimal or no assistance.

Limited Experience

I have less than 3 years of experience in performing this action **and** I may require assistance for successful performance.

No Experience

I have never performed this action.

1. Oversee all inmate activity groups, religious faith based programs or other volunteer programs to promote opportunities for successful re-entry into society.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

2. Manage community-sponsored activities for people at risk (volunteers, partnerships, self-help meetings, activity groups, etc.) to increase participation in correctional programs and provide opportunities for interaction with the community.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

3. Develop programs (training and orientation) for staff, contract staff and volunteers to provide an understanding of rules and regulations.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

4. Conduct training for staff, contract staff and volunteers to provide an understanding of the laws, rules, regulations and security operations within an institutional setting.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

5. Coordinate rehabilitation and pre-release programs to ensure operational efficiency and maintain the successful overall mission of the Department.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

6. Monitor rehabilitation program providers and volunteers (e.g. recruitment, interviewing, screening, training and retention) to ensure the safety and security of staff and volunteers.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

7. Establish collaborative partnerships with the community (i.e., public officials, general public, agencies, and local service providers) to ensure an understanding of correctional programs, policies and procedures for community collaboration.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

8. Consult with the institution management, Headquarters staff and community stakeholders to assist in establishing partnerships.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

9. Act as liaison for contract staff, volunteers, and community leaders to ensure people at risk are receiving needed services and the community is aware of programming needs.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

10. Coordinate meetings with the general public to provide a communication and information sharing process that will assist in strengthening partnerships with the community by allowing interested citizens to opportunity to voice their concerns and to receive updates about institutional policies.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

11. Coordinate meetings with volunteer staff to provide a communication and information sharing process with those providing services to voice their concerns and make suggestions for meeting space and program enhancements.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

12. Evaluate program conditions (religious activities, high security areas, inmate restrictions, etc.) accurately and take effective action to ensure the safety, security and privacy of staff, contract staff, volunteers and inmates.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

13. Conduct presentations to local organizations (city council, board of supervisors, schools, job fairs, etc.) to encourage community partnerships, inmate programming, community service projects and overall awareness of the Departments mission.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

14. Monitor budget allotments for self-help sponsors and other line items to ensure proper allotments are available to support inmate rehabilitative programs.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

15. Maintain programming logs on the number of volunteers currently providing services to inmates to ensure programs are sufficient and appropriate for the inmate population.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

16. Monitor the availability and scheduling of self-help sponsors available to assist with rehabilitation programs to ensure inmate programs are being monitored by institution personnel.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

17. Collect data on the number of people at risk participating in self -help programs to ensure they are receiving proper credit for attending rehabilitative programs.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

18. Monitor and submit appropriate program reports to management for evaluation (inmate activity groups, community volunteer involvement, fundraising, special events and religious activities, etc.).

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

19. Maintain an awareness of available rehabilitation and pre-release programs to maintain effectiveness of existing programs using community contacts, outreach groups, and social media.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

20. Update applicable policy manual supplements and local operating procedures related to rehabilitation and pre-release activities to ensure they support local and departmental needs.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

21. Oversee rehabilitative support contract services to ensure compliance of the scope of work within the contract language to ensure program accountability.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

22. Supervise chaplaincy services (Chaplains, religious volunteers, religious diet programs, etc.) to ensure all persons at risk are provided constitutionally mandated access to religion.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

23. Provide supervision of staff and oversight of various volunteer service providers to ensure appropriate services are provided to meet the rehabilitative needs of people at risk by means of observation and administrative direction.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

24. Manage charitable group fund-raising activities (toy drives, sale of food products and other commodities, etc.) to ensure activities serve community needs and comply with State and Federal law.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

25. Represent the Department on local community committees (such as community outreach groups, etc.) to ensure that the institution maintains corroborative partnerships.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

26. Oversee gifts and donations of items from internal and external sources are appropriate for the institution and comply with State and Federal law.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

27. Manage program compliance reviews, assessments, and surveys to monitor program outcomes, identify deficiencies, and implement corrective action plans when appropriate.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

28. Oversee gate clearances and institutional identification cards for contractors and volunteers entering the secured facility to ensure accountability, safety and security of the institution and the public.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

29. Promote and adhere to the Equal Employment Opportunity (EEO)/ Sexual Harassment Prevention Policy and maintain a positive work environment that is free of discrimination and harassment.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

30. Demonstrate professional demeanor when addressing confidential and sensitive issues using effective communication to establish and maintain positive working relationships.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

31. Participate in the recruitment/hiring process of Chaplains and other staff to provide qualified candidates to ensure inmate services and programs are monitored appropriately.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

32. Reply to employee grievances to include review of the facts, interview of personnel, and response to the appellants' concerns or issues.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

33. Supervision of staff, contractors, and volunteers to have a positive work environment and to maintain safety and security of the workplace by conducting work performance evaluations and training.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

34. Respond to internal and external requests for correspondence or interviews to provide information or material using various communication methods.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

35. Participate in integrated Substance Use Disorder Treatment, Medical Treatment, or wrap around programs that will better treat substance use disorder among persons at risk using assistance from the available mental health, medical, educational, and substance abuse programs.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

36. Act as a Liaison to the Veterans Administration for the administration of medical evaluations for persons at risk who served in the military to determine disability status for federal benefits and access to care.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

37. Monitor and audit inmate access to religious diets to ensure dietary restrictions are adhered to and proper meals are being provided to the population.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

38. Initiate the Progressive Disciplinary process to improve employee performance, in accordance with policies and regulations.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

39. Maintain cooperative working relationships with departmental staff and/or outside entities, in accordance with rules and regulations.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

40. Operate computer equipment and systems regularly used in an office to provide electronic information to stake holders.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

THIS CONCLUDES THE EXAMINATION

REVISION DATE: 7/24/23 - RW