



COMMUNITY RESOURCES MANAGER, DEPARTMENT OF CORRECTIONS (DOC)

Department of Corrections and Rehabilitation

Departmental Open Examination
Examination Code: OCE05
Final Filing Date: Continuous

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

TESTING DEPARTMENTS

California Department of Corrections and Rehabilitation (CDCR)

TESTING DEPARTMENTS

Salary Range:

\$6,259.00 - \$9,008.00 per month

View the [classification specification](#) for the Community Resources Manager, DOC classification.

WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated below.

Once you have taken the Qualifications Assessment Examination, you may not retake it for twelve (12) months.

HOW TO APPLY

All applicants must complete and submit an [Examination Application \(STD. 678\)](#) **and** [Qualifications Assessment](#).

By mail to:

**Department of Corrections and Rehabilitation
Office of Workforce Planning
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: Office of Workforce Planning, 211S**

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, except holidays, to the same street address as listed above.

Qualifications Assessments for Community Resources Manager, DOC are available at the CDCR website at: [Community Resources Manager, DOC](#) or in person at the street address listed above.

NOTE: Only applications with an original signature will be accepted.

SPECIAL TESTING ARRANGMENTS

If you require special testing arrangements due to a verified disability or medical condition, mark the appropriate box on your Examination Application (STD. 678) and you will be contacted to make specific arrangements. You may also contact the Office of Workforce Planning at (916) 322-2545.

APPLICATION DEADLINES/REQUIREMENTS

Candidates must complete and return the Community Resources Manager Qualifications Assessment along with his/her Examination Application (STD. 678). Candidates who meet the minimum qualifications will have their Qualifications Assessment rated.

All applicants must meet the minimum qualifications for this examination at the time he/she files his/her application.

TEST DATE

Applications will be accepted on a continuous basis and applicants will be tested as needed.

MINIMUM QUALIFICATIONS

Either 1

Broad and extensive experience, at least five years, which shall have developed an understanding of correctional institution programs, including inmate custody and classification within the Department of Corrections and Rehabilitation. This experience must have included at least two years in the California state service performing duties at the level of responsibility of a Correctional Counselor 2 (Supervisor) or Correctional Lieutenant.

Or 2

Experience: Three years of managerial or second level supervisory experience in developing and implementing community service programs or serving as a liaison to community based organizations or service groups in one or more of the following areas:

1. Criminal Justice **or**
2. Law Enforcement **or**
3. Government **or**
4. A multi-service program

(Experience in the California State Service applied toward this requirement must include at least two years performing duties at the level of responsibility of a Correctional Counselor 2 (Supervisor) or Correctional Lieutenant)

And

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted on a year for year basis.)

OUT-OF-CLASS EXPERIENCE: A "completion of an out-of-class assignment" memorandum, dated within one year of assignment completion, is required to use as out-of-class experience to meet the minimum qualifications for examination purposes. Employees may obtain this documentation from his/her Institutional Personnel Officer/Personnel Liaison. Out-of-class experience without required documentation will not be considered for examination purposes.

NOTE: Equivalent to graduation from college refers to a Bachelor's degree. Applicants must have the number of semester or quarter credits, as well as the required coursework necessary to be awarded a four year Bachelor's degree. When education and/or specific course work is required, provide a copy of unofficial transcripts along with your application.

SPECIAL PERSONAL CHARACTERISTICS

Ability to effectively represent the Warden, Assistant Director, or Director in the community; ability to successfully interact with a wide range of community individuals and with correctional staff; demonstrated capabilities to develop, coordinate, and obtain community-based resources; sympathetic or empathetic understanding of the problems of correctional institution staff and inmates; tact; emotional stability; maturity, and neat personal appearance.

POSITION DESCRIPTION AND LOCATION(S)

The **Community Resources Manager, DOC** plans, organizes, and directs major programs related to the community which include, but are not limited to: volunteer services, grants and donations, inmate community service projects, Arts in Corrections, inmate/family services, religious programming, and community service projects. Incumbents in this classification work either for a single correctional institution or as a lead in headquarters for a combination of several correctional institutions.

Positions exist throughout the state at various institutions and at Headquarters in Sacramento with CDCR.

EXAMINATION PLAN

EXAMINATION INTERVIEWS WILL NOT BE HELD. This examination will consist of a Qualifications Assessment weighted 100%. To obtain a position on the eligible list, applicants must achieve a minimum rating of 70.00% on the Qualifications Assessment.

The Qualifications Assessment is designed to elicit a range of specific information regarding each candidate's knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Candidates who meet the minimum qualifications will have their Qualifications Assessment rated and successful candidates will be placed on an eligible list. **SUBMISSION OF THE QUALIFICATIONS ASSESSMENT IS MANDATORY.** Candidates who do not submit a completed Qualifications Assessment will be eliminated from this examination.

Qualifications Assessment -- Weighted 100.00%

Scope: Emphasis in the examination will be on measuring competitively, relative to job demands, each candidate's:

Knowledge of:

1. The dynamic relationship between a correctional institution and the community.
2. Modern principles and practices in penal administration and criminology.
3. Provisions of religious services within the correctional setting.
4. Current theory and practice in regard to volunteer recruitment, training, supervision, retention, and evaluation.
5. The role of citizen advisors in corrections.
6. Use of contracted services for inmate/family-related issues.
7. Training methods and planning and conducting in-service training programs.
8. Community organizations, facilities, and services, both volunteer and non-volunteer.
9. Principles and techniques for developing effective public relations.
10. Dynamics of interpersonal relationships and behavior.
11. Survey methods.
12. Analytical techniques.
13. Influencing public opinion.
14. Victims and victim rights groups' needs.
15. Effective fund-raising techniques.
16. Contractual requirements for services for inmates/families.
17. Institution administration and program personnel.
18. Institutional programs both custody and non-custody, regulations, and functions of the CDCR and the Board of Parole Hearings.
19. Principles of audits and corrective action plans.
20. Successful program monitoring methods.
21. Development and application of strategic plans and key business objectives.
22. Principles of budget and cost allocations.
23. Contract management requirements in State service.
24. The structure and functions of nonprofit organizations and Board of Directors.
25. Mission of all major departmental programs.
26. Impact of current and proposed legislation on Department programming.
27. Rules and regulations governing religion, Arts in Corrections, services to communities, volunteer services, gifts and donations, and service contracts.
28. Current and pending litigation and/or court mandates relative to all areas of responsibility.
29. Principles of effective supervision.
30. Supervisory responsibilities under the Ralph C. Dills Act.
31. Supervisor's role in promoting equal opportunity in hiring, development, and promotion of employees and for maintaining a work environment which is free of discrimination and harassment.

Ability to:

1. Formulate, plan, organize, and direct community-based programs for inmates related to religion, art, services to communities, self-help groups, and volunteers.
2. Supervise in-prison programs for art and religion.
3. Develop, allocate, coordinate, and control all community resources within a correctional institution.
4. Establish and maintain cooperative working relations with elected officials, staff members, public agencies, local education agencies, Citizen Advisory Committees, victim service organizations, art-related organizations, religious organizations, and civic groups.
5. Develop and implement activities for funds and services.
6. Analyze and evaluate highly sensitive program areas and situations accurately and take effective action.
7. Collect and interpret data.
8. Write clear and concise reports.
9. Effectively articulate resource needs by making verbal presentations to small and large community groups.
10. Design and implement new programs.
11. Develop and conduct training and orientation programs.
12. Keep abreast of trends and dynamic issues in the field.
13. Provide liaison between major Department community programs.
14. Coordinate and/or conduct formal audits
15. Plan, organize, direct, and evaluate the work of employees.
16. Assess the training needs of employees.
17. Develop staff.
18. Understand and fulfill supervisory responsibilities under the Ralph C. Dills Act.
19. Effectively promote equal opportunity in employment and maintain a work environment which is free of discrimination and harassment.

The Job Analysis identifies job duties and job requirements for the classification and may be referenced in preparing for the examination. The Job Analysis for the Community Resources Manager is available on the CDCR website at: [CDCR Job Analysis](#).

ELIGIBLE LIST INFORMATION

The resulting eligible list will be established to fill vacancies for CDCR.

Names of successful candidates are merged onto the list(s) in order of final scores, regardless of date. Eligibility expires 12 months after establishment unless the needs of the service and conditions of the list(s) warrant a change in this period.

VETERANS' PREFERENCE/CAREER CREDIT

Veterans' Preference will be granted in this examination. Veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference. Career credits will not be granted in this examination.

DIVERSITY AND INCLUSION

The California Department of Corrections and Rehabilitation and the California Correctional Health Care Services are committed to building an inclusive and culturally diverse workplace. We are determined to attract and hire more candidates from diverse communities and empower all employees from a variety of cultural backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts to increase representation at all levels of the Department.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

GENERAL INFORMATION

Applications are available at CDCR, California Department of Human Resources (CalHR), local offices of the Employment Development Department, and through your [CalCareerAccount](#).

Veterans' Preference: California law allows the granting of Veterans' Preference in any **Open** examination. In accordance with Government Code Sections 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) any veteran, widow or widower of a veteran, or spouse of a 100% disabled veteran, who achieves a passing score in an open examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference; 2) Veterans' Preference is not granted once a person achieves permanent civil service status.

Directions to apply for Veterans' Preference are available at the CalHR's website by clicking on the following link: [CalCareer Veterans](#). Additional information can also be found at the California Department of Veterans Affairs at [CalVet Veterans](#).

The Department of Corrections and Rehabilitation reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

Examination Locations: If this examination requires a written test and/or oral interview, they will be scheduled throughout the State at the correctional institutions, youth facilities, and/or parole regions. However, locations of the written test and/or oral interview may be limited or extended as conditions change.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination and fingerprinting may be required. In open examinations, investigation may be made of employment records and personal history.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
OFFICE OF WORKFORCE PLANNING
EXAMINATION SERVICES UNIT

1515 S STREET, SACRAMENTO, CA 95811

EMAIL: ExamHelpDesk@cdcr.ca.gov

PHONE: (916) 322-2545

Telecommunications Relay Service: 711

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