



Office of Human Resources  
Correctional Case Specialist II – CN3353  
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### General Statement of Duties

Supervises and monitors clients/offenders placed under a court-ordered custody, alternative to incarceration program, or non-residential community-based program. This is a journey level position within the Correctional Case Specialist series. All positions assigned to this class require the ability to work independently without immediate supervision. Trains others new to the Correctional Case Specialist position.

### Distinguishing Characteristics

This is a journey level position within the Correctional Case Specialist series. All positions assigned to this class require the ability to work independently without immediate supervision. Trains others new to the Correctional Case Specialist position. The Correctional Case Specialist I works under immediate supervision.

### Essential Duties

Exercises direct supervision over clients/offenders with dignity and respect

In accordance with Colorado Division of Criminal Justice Standards and the parameters of the program, supervises and/or monitors clients/offenders in a community corrections or non-residential community based program. Performs case management work with assigned clients/offenders including: actuarial risk assessments and using Evidence Based Criteria in relation to Matrix/Case Plans and extensive utilization of Behavioral Interventions in addressing offenders Crimogenic Needs.

May work with specialized client population groups.

Individualizes the use of the following practices in order to help clients elicit behavior change:

- (a) Enhancing intrinsic motivation
- (b) Effective violation response
- (c) Contingency management/increasing positive reinforcement
- (d) Core correctional practices
- (e) Risk/Need/Responsivity
- (f) Principles of Effective Interventions (National Institute of Corrections (2004) Implementing Evidence-Based Practice in Community Corrections: The Principles of Effective Intervention)
- (g) Assessments
- (h) Case planning
- (i) Motivational enhancement
- (j) Cognitive behavioral approaches
- (k) Skill building with clients

Refers clients/offenders to treatment providers as required by Department of Corrections, Probation, or based on program assessments and evaluations and maintains monthly contact, obtains reports regarding offender's progress and stability while in the program.

Conducts intake with new clients/offenders to complete additional assessments in relation to specialized groups, reviews specific budgeting, employment, treatment requirements. Completes affidavit and court documentations in relation to Criminal Administrative Hearings, testifies in criminal, Parole Board, and administrative hearings.

Works with Courts, Probation, Department of Corrections, and other law enforcement agencies regarding client/offender compliance with programs; coordinate with community agencies, employers, and related groups to facilitate employment, work projects, transportation, or community service commitments.

Approves passes and furloughs.

Investigates program violations; writes incident reports; determines and carries out appropriate sanctions up to, and including, utilization of Behavioral Interventions in dealing with client criminogenic needs, revocation and return to a more secure detention facility; prepares reports and recommendations.

Receives and processes client/offender payments/funds, process fees, and balances accounts. Coordinates with numerous treatment agencies and pharmacies in obtaining billing for offender treatment/medication coinciding with entering and submission to Division of Criminal Justice Community Corrections Information and Billing (CCIB) system.

Performs necessary follow up when a client is not taking medications as prescribed and documents the intervention. This is to ensure medications are being taken appropriately, discontinued appropriately and if needed facilitates communication with provider.

Coordinates and performs special projects, such as provides client/offender group and staff trainings as assigned and required.

Conducts residential visits in the community to ascertain the offender's placement into a stable and safe environment. Conducts follow up home visits with offenders and their family to ensure offender's stability. Provides life coaching, crisis intervention, and assists offender in problem solving resolution.

Attends staff meetings and other department meetings.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

**Technical Competence** – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Oral Communication** - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

General office practices and procedures.

Routine software and business application including, but not limited to, word processing, spreadsheets, presentation software, and databases.

Communicate clearly and concisely, both verbally and in writing.

Read and comprehend department and County rules, regulations, policies and standard operating procedures.

Establish and maintain effective working relationships with other County employees, representatives of other agencies and organizations, and members of the community.

Regular, predictable attendance.

Principles, practices, and objectives as related to crisis intervention, conflict resolution, and security methods in an client/offender detention program.

Scope and application of laws and regulations pertaining to correctional facilities, inmate confinement, and/or alternative sentencing programs.

Practices techniques of behavior change and motivational enhancement.

Court and criminal justice processes and systems.

Record keeping and reporting procedures.

Principles of human behavior.

Supervise clients/offenders and organize large client groups to accomplish designated tasks.

Effectively engaging in conflict resolution, deescalation and support of persons in crisis.

Provides lay response to medical emergencies.

### **Level of Supervision Exercised**

None

### **Education Requirement**

Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in Sociology, Psychology, Criminal Justice, Human Services, Public Administration, or a related field required.

### **Experience Requirement**

Two (2) years' experience as a Correctional Case Specialist I, or in a directly related field or in the performance of similar duties and responsibilities required.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

Possession of, or ability to obtain, Adult CPR, AED, Naloxone, and First Aid certifications after date of hire. Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Subject to varying and unpredictable situations.  
Subject to many interruptions.  
Pressure due to multiple calls and inquiries.  
Handles emergency or crisis situations.  
Noise: sufficient noise to cause distraction.  
Subject to hazards of flammable or explosive gases.  
Subject to long, irregular hours.  
Subject to: traffic, roadways, and pedestrians.  
Subject to precarious or high locations.  
Wet: frequent contact with water or other liquid.  
Works in confined, uncomfortable or awkward locations.

**Level of Physical Demand**

2 – Light (10-20 lbs)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.  
Balancing: Maintaining equilibrium.  
Carrying: Transporting or moving an object.  
Climbing: Ascending or descending an object or ladder.  
Color vision: Ability to distinguish and identify different colors.  
Crawling: Moving about in a low or crouched position.  
Crouching: Positioning body downward and forward.  
Depth Perception: Ability to judge distances and space relationships.  
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.  
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.  
Field of Vision: Ability to sharply detect or perceive objects peripherally.  
Fingering: Picking and pinching, through use of fingers or otherwise.  
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.  
Hearing: Perceiving and comprehending the nature and direction of sounds.  
Kneeling: Assuming a lowered position.  
Lifting: Moving objects weighing no more than 50 pounds from one level to another.  
Pulling: Exerting force upon an object so that it is moving to the person.  
Pushing: Exerting force upon an object so that it moves away from the person.  
Reaching: Extending the hands and arms or other device in any direction.  
Repetitive motions: Making frequent or continuous movements.

Smell: Ability to perceive or detect a variety of odors.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

### Background Check Requirement

Criminal Check

Education Check

Employment Verification

Motor Vehicle Record

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade:** NE-14

**FLSA Code:** N

**Established Date:** 12/10/21

**Established By:** SO

**Revised Date:**

**Revised By:**

**Class History:**