



Office of Human Resources
Correctional Services Specialist II – CN3355
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General Statement of Duties

Supervises and monitors clients/offenders placed under a court-ordered custody or alternative to incarceration program. This is a journey level position within the Correctional Services Specialist series.

Distinguishing Characteristics

This is a journey level position within the Correctional Services Specialist series. This class is distinguished from the Correctional Services Specialist I which is an entry level classification. All positions assigned to this class require the ability to work independently without immediate supervision.

Essential Duties

Exercises indirect supervision over clients/offenders with dignity and respect. May exercise indirect supervision over clerical and/or professional staff.

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; and (d) Core correctional practices.

In accordance with the parameters of the program, supervises and/or monitors clients/offenders in a community corrections program or work release facility, electronic home detention, or intermittent jail program.

Conducts orientations to new clients/offenders to explain facility and/or program rules and procedures.

Monitors resident living and work areas; assigns and supervises work assignments; supervise meal service.

Monitors the safety and security of facility and control of contraband including conducting searches of clients/offenders and living areas; conducts security checks of facility, facility perimeter, windows, doors, and work areas; conducts checks of resident possessions, mail, and visitors; and supervises visits.

Collects observed drug testing samples, including but not limited to urinalysis, completes appropriate paperwork, and submits samples for drug testing; administers alcohol tests.

Maintains client/offender accountability by conducting periodic formal counts, checking residents in/out of facility, conducting phone or on-site checks of client/offender locations, and conducting random monitoring of client/offender activities.

Inventories and manages resident property.

Works with courts, probation, and other law enforcement agencies regarding client/offender compliance with programs; coordinates with community agencies, employers, and related groups to facilitate employment, work projects, transportation, or community service commitments.

Investigates minor and major program violations; writes incident reports; determine and carry-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; prepare reports and recommendations.

Receives and processes client/offender payments/funds, processes fees, and balances accounts.

Monitors resident self-administration of medications.

Performs administrative and records keeping duties in support of program; documents client/offender behavior and program activities; maintains client/offender records; processes various billing and/or program and related agency documents.

Determines initial and on-going eligibility for programs including screening medical suitability for work programs; requests and reviews criminal histories on incoming clients/offenders.

Performs case management work with assigned clients/offenders including developing supervision plans, providing counseling and crisis intervention, and assisting clients/offender in financial management and problem resolution.

Coordinates and conducts inmate classes, services, and programs.

Instructs and/or trains new employees in work methods and program procedures.

Coordinates and performs special projects as assigned and required.

Testifies in court or for the Parole Board as required.

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 of 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 detention programs.

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.

Prioritizing tasks during stressful periods of high-volume activity.

Principles of human behavior.

Supervise clients/offenders while mobilizing, organizing, and effectively delegating work to large groups to accomplish designated tasks.

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

Responds to medical emergencies.

Level of Supervision Exercised

None

Education Requirement

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.

Experience Requirement

Two (2) years of experience as a Correctional Services Specialist I, or in a directly related field.

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

Ability to attain, or possession of Adult CPR, AED, Naloxone, and First Aid certifications after date of hire.

By position, possession of, or ability to obtain, a valid driver's license with passenger endorsement required.

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 on 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-13

FLSA Code: N

Established Date: 12/10/21

Established By: SO

Revised Date:

Revised By:

Class History: