



Office of Human Resources
Correctional Services Specialist I – CN3354
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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 an entry-level position within the Correctional Services Specialist series. Positions in this class work under immediate supervision while learning job tasks. Work is characterized by development of basic and routine skills and knowledge required to perform the job, such as skills in conflict resolution and crisis intervention, understanding the workings of a correctional reentry environment, and understanding criminal behavior and criminogenic risk/needs.

Distinguishing Characteristics

This is an entry-level position within the Correctional Services Specialist series. This class is used as a training class for incumbents typically without prior or with little experience and knowledge in this field or area. Positions in this class work under supervision while learning job tasks. This class is distinguished from the Correctional Services Specialist II which is a journey level position and is able to work independently without supervision.

Essential Duties

Exercises direct supervision over clients/offenders with dignity and respect.

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.

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

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; supervises meal service.

Monitors the safety and security of facility and controls 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.

Inventories and manages resident property.

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

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

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; determines and carries-out appropriate sanctions up to, and including, utilization of Behavioral Interventions in dealing with client Crimongenic Needs, revocation and return to a more secure detention facility; prepares reports and recommendations.

Receives and processes resident payments/funds, process fees, and balance accounts.

Monitors resident self-administration of medications.

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

Continuously monitors two-way radio traffic and responds to facility codes/emergencies. Monitors closed circuit camera system to exercise indirect supervision throughout the facility.

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

Minimum of two years of higher education, with a Bachelor's Degree preferred, or any combination of education, training or experience which provides the knowledge, skills, and abilities required for the job.

Experience Requirement

Experience in a directly related field or in the performance of similar duties and responsibilities preferred.

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.
Maintain continuing education hours annually or as required.

Possession of a valid Drivers License by date of hire.

By position, possession of, or ability to obtain, a valid Commercial 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 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-11
FLSA Code: N
Established Date: 12/10/21
Established By: SO
Revised Date: 7/20/2023
Revised By: SO
Class History: 7/20/2023- Education and Experience updated.