

GENERAL DESCRIPTION OF CLASS

The CORRECTIONAL COUNSELOR SUPERVISOR supervises Correctional Counselors and related support staff engaged in the monitoring, directing, and developing of programs for adult offenders in an institution and/or community setting and/or monitors investigations of offenders as ordered by appropriate authorities. All positions in this class supervise and are statutorily excluded from collective bargaining.

DISTINGUISHING FEATURES

This is a single classification and not currently part of a series of classes.

DUTIES AND RESPONSIBILITIES

Employees in this class are responsible for planning, developing, and directing services to offenders as part of a total agency effort. Important elements of the work include responsibility for maintaining cooperative working relationships with community representatives and the continuous review of the supervision of inmates or clients to ensure compliance which has a direct or potential effect on the safety of the community.

- 1. Supervision.** Typical tasks: plans, assigns, and reviews work of assigned staff; adjusts work assignments and schedules to maintain adequate staffing levels and respond to fluctuating workloads; evaluates employee performance and prepares performance appraisals; assesses training needs of staff and arranges for or provides appropriate instruction; provides initial orientation to new employees; reviews applicants' credentials, participates in the interview process, and hires or effectively recommends hiring of staff; resolves personnel problems, complaints, and formal grievances at the first level; disciplines and rewards employees; counsels employees in work related activities, personal growth, and career development.

- 2. Management.** Typical tasks: attends staff meetings about correctional counseling services operations to receive information and discuss policies and procedures; conducts unit meetings to disseminate information and monitor progress of staff; participates in committee meetings to ensure that correctional counseling procedures comply with State and Federal mandates and that agency standards are met; establishes and maintains guidelines and standards for correctional counseling and investigative writing; operates within budget limits and tracks expenses; coordinates the unit's work activities with other units or sections to prevent delays and ensure the timely delivery of correctional services and programs.

- 3. Monitoring and Evaluation.** Typical tasks: compiles and coordinates the gathering of statistics as measurements of program delivery and services; develops reporting systems to monitor the quality and accuracy of information sent to requesting agencies and boards; reviews and implements agency rules, policies, and procedures and makes necessary adjustments in response to changing needs, requirements, and/or resources; reads and reviews case notes and investigative reports of subordinates to assure accuracy and compliance with regulations; investigates and responds to complaints from clients and community.

- 4. Miscellaneous.** Typical tasks: serves as liaison with representatives of the criminal justice system; maintains office hours to be available for staff consultation, staff assignments, and referrals from staff

and offenders with problems; informs and educates inmates' relatives and concerned public about the processes and services of the institution; may be given emergency assignments to assist security in times of inmate disturbances; assists in the training of case managers and related social services personnel; authorizes the arrests of clients by correctional counselors and assists as needed; coordinates the fleet of agency vehicles assuring appropriate assignment, repair, and safety; develops and maintains community contacts as a representative of the correctional system and to foster community resources; assures that supervision fees assessed to clients are collected in accordance with established policy; travels, in the course of supervision of correctional counselors, providing counseling services to inmates within the community setting and/or other institutions (satellite facilities).

RELATIONSHIPS WITH OTHERS

Employees in this class have regular in-person and telephone contact with offenders, relatives of offenders, and general public to answer questions and explain and interpret laws, policies, and procedures. There is regular in-person and telephone contact with representatives of the criminal justice system (e.g., judges, district attorneys, courts, arresting agencies, and Parole Board) to obtain and exchange information. Employees in this class have regular telephone contact with related supportive entities (e.g., mental health providers, employment service, and related staff of the correctional facilities) to coordinate services and exchange information.

SUPERVISION RECEIVED

Employees in this class receive general supervision from a manager who reviews the work through written reports and supporting documentation, discussion of problems, and in response to complaints or grievances. Work is reviewed for results, effectiveness of management, and compliance with guidelines, rules, and laws set forth by the State and Federal government, Administrative Rules, and collective bargaining agreements regarding the correctional system and the delivery of its services.

SUPERVISION EXERCISED

The Correctional Counselor Supervisor directly supervises Correctional Counselors, Correctional Counselors (Entry), and support staff involved in providing case management and investigative services to offenders within a community setting or in a correctional facilities.

GENERAL INFORMATION

Some positions in the class are located in a correctional institution and require the willingness to work in an environment associated with the position's location. All positions in this class require the willingness to respond during nonworking hours to emergency situations and to travel in the performance of assigned duties.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

General knowledge of the criminal law and the justice system.
 General knowledge of social and behavioral science.
 General knowledge of human behavior and abnormal behavior patterns.
 General knowledge of rehabilitation or correctional institution setting.
 General knowledge of procedures concerning arrests, investigations, transportation, incarceration, and release requirements.
 General knowledge of social services and treatment resources used in providing services to correctional clients.

Skill in managing a caseload of correctional clients including counseling, resource development and utilization, and case monitoring.
 Skill in counseling individually and in groups.
 Skill in communicating on a one-to-one basis and in groups to provide or exchange information, communicate professional opinions, or resolve problems.
 Skill in written and verbal communications.
 Skill in evaluating behavior and analyzing information.
 Skill in applying laws, rules, policies, and procedures to individual cases and circumstances.
 Skill in reviewing and assessing information against established rules.
 Skill in setting goals and putting work in priority order.
 Skill in making immediate decisions when dealing with crisis situations.

Ability to supervise (e.g., hire, train, assign and review work, motivate, prepare performance evaluations, and handle disciplinary actions).
 Ability to maintain effective working relationships with members of the criminal justice system.
 Ability to adjust program operations to meet changing needs and agency requirements.
 Ability to coordinate unit activities with other units within the agency.
 Ability to audit reports and case narratives prepared by case managers.
 Ability to establish and maintain guidelines for casework management.
 Ability to evaluate policies and procedures.
 Ability to participate in preparing a budget.

SPECIAL QUALIFICATIONS

Some positions in this class require certification by the Board of Police Standards and Training as an Adult Parole and Probation Officer.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.