STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date: 1/1/14

This position is:
- ☒ Classified
- ☐ Unclassified
- ☐ Executive Service
- ☐ Mgmt Svc – Supervisory
- ☐ Mgmt Svc – Managerial
- ☐ Mgmt Svc - Confidential

Agency: Oregon Department of Corrections

Facility: Inmate Services Unit

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Office Specialist 2	**b.** Classification No:	C0104
c. Effective Date:		**d.** Position No:	
e. Working Title:	Inmate Services Technician	**f.** Agency No:	29100
g. Section Title:	Inmate Services Unit	**h.** Budget Auth No:	31900040
i. Employee Name:		**j.** Repr. Code:	AAON

k. Work Location (City – County): Salem - Marion

l. Supervisor Name (Optional): Theresa Arendell

m. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share

n. FLSA: ☐ Exempt ☒ Non-Exempt

If Exempt: ☐ Executive ☐ Professional ☐ Administrative

o. Eligible for Overtime: ☒ Yes ☐ No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

This position is in the Department of Corrections, which confines approximately 14,000 inmates in 14 prisons. The Offender Management and Rehabilitation (OMR) Division staffing includes 184 positions, and the biennial budget exceeds $68 million, which includes general fund, other funds and federal funds. The OMR division encompasses 11 units, which as combined, oversee an inmate's correctional plan starting from the time the offender's judgment is ordered to their release into the community. This division provides a continuum of evidence-based program interventions as well as other opportunities and tools to inmates to enhance their transition to Community Corrections partners. This position supports the Assistant Director, two OMR Division-level Administrators and the unit Administrators of the OMR Division. The Assistant Director and OMR Division Administrators direct the following functions for the Department: institution programs, treatment, and offender management services policies and operations; alcohol & drug treatment; cognitive restructuring; education; counselor case management; inmate intake processing; classification and transfer, transition and release; offender information & sentence computation; inmate services; religious services; inmate work programs. The incumbent is a direct participant in the mission of the Department and the division, in the management of the division, and in planning and evaluating the division's efforts to fulfill its mission.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

The primary purpose of this position is to provide a variety of services to institution staff, inmates and their families in support of the Oregon Accountability Model. These services include processing of visiting applications and maintaining of the visiting lists including routine background checks, name and address changes, responding to inmate requests for account information or account concerns, PRAS award issues, canteen issues and responding to other requests and concerns from staff, inmates and the public.

SECTION 3. DESCRIPTION OF DUTIES

The employee in this position is expected to recognize their responsibility to act ethically at all times in accordance with the very highest standards of integrity.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

The incumbent is expected to perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations; develop good working relationships with division and agency staff and supervisors through active participation in cross-divisional group projects and in identifying and resolving problems in a constructive, collaborative manner; demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance, and contribute to a positive, respectful and productive work atmosphere.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with security-series personnel and non-security personnel communicating effectively to maintain safe, secure, and sanitary correctional environments while preparing inmates for successful reentry into the community. The vast majority of ODOC inmates will return to Oregon communities. Enhanced public safety, lower crime rates, and reduced recidivism can all be tied directly to attitudes and actions of correctional staff who must effectively apply ODOC rules and transition initiatives in their daily interaction with inmates. All staff are expected to model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of the OAM.

Correctional Case Management (CCM), the critical next step toward implementation of the Oregon Accountability Model, is a proactive, collaborative, multi-disciplinary process. The CCM process unifies procedures and personnel to balance departmental resources and an inmate's needs throughout his/her incarceration and community supervision.

Correctional Outcomes through Research and Engagement (CORE), is designed to monitor and measure the work we do every day. This allows DOC to identify opportunities to improve and/or streamline processes, use data to identify constraints, effectively use resources and, ultimately, promote public safety. CORE provides employees with opportunities to influence and improve the fundamental ways we do business.

All Department of Corrections staff have a valuable role in the delivery of multi-disciplinary services. Despite differences in their training, culture, and job specific mission, they all have some common goals. When all DOC staff share appropriate information and assist in the case planning of inmates, both the quality of change and the safety of the correctional environment improve. Mutual respect, proper orientation and training, and ongoing communication and cooperation provide the foundation of correctional case management. All staff are expected to follow CCM principles and practices.

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
50%	NC		Visiting Applications:
		E	• Review applications, forms and other documents submitted by inmates to ensure they are complete and all necessary documentation is provided.
		E	• Processes visiting applications and visiting appeals including performing background checks using the LEDS system, research police reports, OJIN, eCount, chromos and other documents.
		E	• Approve or deny visiting applications using knowledge and interpretation of rules and procedures.
		E	• Generate parental consent forms and mail to custodial parents of prospective minor age visitors.
		E	• Perform data entry of each visitor's information into the Corrections Information system database.
		E	• Perform routine updates of visitor information including background check updates, name and address changes, and removal of visitors by inmate or visitor request.
			Operational Support:
25%	NC	E	• Research and respond to inmate requests for information regarding Inmate Trust Accounts, PRAS awards, revisions to emergency contact information, canteen issues, inmate true name verification, universal release of information and other inmate concerns analyzing and resolving challenges.
14%	NC	E	• Provides information and assistance to DOC employees, other agency staff, community corrections, law enforcement, and the public to explain and clarify rules, processes and procedures, provide information about services available, answer questions or direct s inquiries as necessary.
			Other Duties:
11%	NC	E	• Develops, maintains, and revises basic office procedures.
		E	• Maintains efficient record keeping and document filing system and proposed modifications and revisions as necessary.
		E	• Maintains tracking system and statistics related to ISU

		functions.
	NE	• During emergencies may be assigned other duties and alternate worksite.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Performs work in an office environment. The position requires prolonged sitting at computer terminals for data entry, email and word processing. Works under pressure of deadlines, must balance confilicting workload demands. This position requires excellent customer service skills for working with DOC employees, other agency staff, inmates, inmate families and the general public. This position requires sensitivity and tact in dealing with hostile or angry customers and must have an attitude that conveys dignity and respect in the treatment of others. This position has daily contact with inmates and must be able to acknowledge that everyone is capable of positive change. this position may require infrequent in-state overnight travel. This position is subject to response during working and non-working hours to emergency situations within the Department and is subject to assignment to other areas of the Department including inside a correctional facility.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

DOC Rules, Procedures & Guidelines	LEDS/NCIC Manual & Directives	LEDS/NCIC Manual & Directives	
DOC Administrative Directives	Oregon Administrative Rules	Oregon Revised Statutes	
Criminal Code of Oregon			

b. How are these guidelines used?

These guidelines are used to assure compliance with applicable regulations and standards for equal and consistent treatment of inmates; assist in applying the policies and procedures, and to apply these interpretations to specific situations. While these guidelines cover basic situations, they do not provide or supply answers to the many combinations of problems that the incumbent must resolve.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
Other Institution /DOC staff	Phone/in person/mail/email	Explain rules, policies, procedures; information sharing	Daily
Inmates	Mail/phone	Explain rules, policies, procedures; information sharing	Daily
General Public	Phone/mail/email	Information sharing; explain rules, policies, procedures	As needed
DOC Administration	Phone/mail/in person/email	Information sharing, explain rules, policies, procedures	As needed
Other Public/Private Agencies	Phone/mail/email	Public Information sharing	As required
DOC Community Corrections	Phone/mail/email	Explain rules, policy, procedures; information sharing	As needed

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Decisions regarding time management, scheduling of work and prioritizing work to ensure smooth running administration of the ISU; determines work methods to achieve work objectives; decision regarding responses to unexpected office contingencies; decisions regarding the secure handling of confidential documents; decisions regarding applications of rules and procedures and independent judgment in response to inmate communication; decisions regarding good working relationships and communications for staff, inmates, and the public; all decisions affect the safe and smooth operation of the ISU and have a direct impact on inmates at all Department of Corrections Institutions.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".				
Principle Exec. Manager D	1300255	Performance evaluations; informal meetings; statistics on sentence calculation accuracy	Yearly; as needed; monthly	Offer and provide guidance and direction; identify training needs

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? 0

How many employees are supervised through a subordinate supervisor? 0

b. Which of the following activities does this position do?

- ☐ Plan work
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards
- ☐ Coordinates schedules
- ☐ Hires and discharges
- ☐ Recommends hiring
- ☐ Gives input for performance evaluations
- ☐ Prepares & signs performance evaluations

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position requires the ability to deal with customer concerns with tact and sensitivity. This position must handle a variety of tasks and be able to adapt to changing needs and priorities. The person selected for this position must have computer proficiency and excellent telephone etiquette. The person selected for this position must have current LEDS certification or be able to acquire LEDS certification within 30 days of hire.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount ($00000.00)	Fund Type

Note: *If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*

N/A

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

		Theresa M Hendell	01.07.14
Employee Signature	Date	Supervisor Signature	Date
Appointing Authority Signature	Date		