

those offenders who are either incarcerated or transitioning from prison back into the community and for those offenders on supervision in the community.

- 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 clerical support to the Transition and Inmate Services Manager

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 care 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.

The Department of Corrections recognizes and respects the dignity, diversity and human rights of all persons. In support of those values DOC employees are expected to promote a respectful work environment that recognizes cultural diversity. Moreover, DOC upholds a zero-tolerance policy towards all sexual abuse.

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

50%	N	E	<p>Gathers and compiles information to compose and/or update correspondence, reports, memos, process documents and policy manuals. Distributes documents and information to a variety of interested parties and stakeholders.</p> <p>Prepares and photo copies documents needed for presentations.</p> <p>Receives incoming telephone calls and office visitors. Screens calls, answers inquires and complaints, and makes referrals to appropriate staff members regarding specific projects. Conducts research and provides briefing to assist with response to inquiries.</p> <p>Reads, sorts, and distributes incoming mail. Assists manager with compiling and processing attendance and other personnel and payroll records for Inmate Services and Transition Coordinator personnel; schedules conference rooms; assists staff with office equipment; maintains familiarity; and assists with current building phone service.</p> <p>Completes new hire and personnel paperwork for manager approval.</p> <p>Arranges project meetings between project representatives, institution staff, and others. Prepares agendas, attends meetings, takes minutes and finalizes for distribution.</p> <p>Arrange travel itinerary and accommodations for staff, prepare out-of-state travel authorizations, and travel expense detail sheets using the most cost-effective methods possible.</p> <p>Enters requests into the departmental Automated Financial Accounting Management Information System (AFAMIS). Maintains and tracks requests for delivery of product, vendor payment, and expenditure tracking. Works with accounting and purchasing units to most efficiently complete business functions. Orders and maintains professional journals and reference manuals. Inventories office supplies and submits replenishment orders through Office Max, and maintains sufficient supplies on hand for program and project units. Checks orders for completeness and handles any damage or reordering issues.</p> <p>Performs errands transporting documents between DOC offices and other state agencies. Delivers state vehicles to the motor pool for services.</p>
25%	N	E	<p>Maintains efficient record keeping and document filing systems, and proposes modifications or revisions as necessary. Prepares documents for files. Retrieves and researches documents as required for project efficiency. Prepares documents for archiving. Destroys documents satisfying retention periods and maintains destruction</p>

			logs.
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 directs inquiries as necessary.
11%	N	E	Develops, maintains, and revises basic office procedures. Maintains tracking system and statistics related to ISU functions. During emergencies may be assigned other duties and alternate worksite. Other duties as assigned.

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.

Office environment requires confidentiality, tact and sensitivity. Requires prolonged sitting at computer terminals for data entry, email and word processing. Works under pressure of deadlines, must balance conflicting workload demands. Requires excellent customer service skills for working with DOC employees, other agency staff, inmates, inmate families, and the general public. 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. Contact with inmates and must be able to acknowledge that everyone is capable of positive change. May require infrequent in-state overnight travel. 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. Regular and consistent attendance is an essential function of this position. Occasional lifting of file archive boxes weighing 10-15 lbs. may be required.

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	Oregon Revised Statutes	
DOC Administrative Directives	Oregon Administrative Rules	Criminal Code of Oregon	
Labor Agreements			

b. How are these guidelines used?

All of these are used as a guideline to meet the mission of the Oregon Department of Corrections and provide the scope of authority to the employee. DOC Administrative Rules and Policies clarify and implement statues signed into law. DOC Administrative Rules are also used to respond to kites from inmates. Labor Agreements provide working agreements between management and represented employees related to working conditions, pay and other areas of concerns. 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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
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, organizing and prioritizing work to ensure smooth operational functions; 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
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
Principle Exec. Manager D	1300255	Performance evaluations; informal meetings	Daily; 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?

- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> 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:

Must be proficient in typing, computers and recordkeeping. Must be able to concentrate on several tasks simultaneously, pay attention to detail and be able to adjust quickly to immediate reassignments.

This employee has inherent responsibility for handling inmate incidents in the employee's immediate work area, preventing escapes by proper control of keys, tools and contraband; and documenting unusual incidents as they occur.

This position is subject to call back in the event of an emergency or work stoppage and is subject to assignment in any position.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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Note: If additional rows of the below table are needed, place cursor 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

Employee Signature

Date

Theresa Stendell 9.26.14

Supervisor Signature Date

Appointing Authority Signature

Date