STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
8/28/13

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

Agency: Oregon Department of Corrections

Facility: Volunteer Services (DOME)

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Office Specialist 2	b. Classification No:	C0104
c. Effective Date:	7/1/2003	d. Position No:	0100129
e. Working Title:	Volunteer Services Support	f. Agency No:	29100
g. Section Title:	Programs & Services Unit	h. Budget Auth No:	008188320
i. Employee Name		j. Repr Code	AAON
k. Work Location (City – County):	Salem, Oregon		
l. Supervisor Name (Optional):	Nichole Brown		

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 14,600 inmates in 14 prisons. The Offender Management and Rehabilitation (OMR) Division staffing includes 198 funded positions as well as contracting with approximately 250 individuals and over 2,000 community volunteers. 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, Chief Administrator and the unit Administrators of the OMR Division. The Assistant Director, Chief Administrator and OMR Division Administrators direct the following functions for the Department:

Volunteers play an important role in reconnecting Adults in Custody to their families and the community in order to provide pro-social opportunities for meaningful engagement. There are over 2500 active volunteers providing essential programs, services and activities to adults in custody. Program are structured and designed to integrate with and enhance correctional rehabilitation programs. Faith based

organizations, business leaders provide a range of services which may include but are not limited to worship services, 12-Step programs, mentorship, anger management and domestic violence prevention along with pro-social intermural sports and recreation.

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 the position is to provide general office and clerical support to the volunteer services program. The incumbent will work closely with local volunteer program representatives and the statewide volunteers by providing information and follow through on all aspects of the paperwork necessary to complete the volunteers application and approval process.

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.

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 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".			
70	N	E	General Office/Clerical Completes data entry functions for the volunteer program by logging information in the Non-Employee Service Provider (NSP) database which includes but is not limited to volunteer application information. Key functions of this role include receiving/tracking training invitation requests as well as sending training Invitations to volunteers, updating status changes with related supervisory comments as well as other information related to service provision. Provides general information and assistance, responding to routine phone and e-mail inquiries to the Programs & Services Unit from volunteers in the community, DOC staff/management and the general public.
10	N	E	Sends training invitations and other correspondence to volunteers via e-mail, US mail or fax. Logs trainee information into the training list spreadsheet. Corresponds with local institution volunteer coordinators and supervisors regarding training requests, class rosters, volunteer position descriptions, distribution of volunteer policy documents and other critical forms necessary to process volunteers. Examples include sobriety verification forms for 12-Step Volunteers, Inmate Relationship and PREA Acknowledgement forms. Order copies of training materials from the OCE print shop. Assist with newsletter word processing and distribution. Send birthday cards to all volunteers pulling data from Corrections Management Information System (CMIS) Runs reports and tracks data as needed for volunteer pilot programs. Takes meeting minutes.
10	N	E	Completes volunteers' background checks using the Law Enforcement Data System (LEDS). Informs volunteers of any omitted documentation as well as ID card application and retrieval process.
10	N	E	Schedules volunteers for monthly training or other training as needed. Track attendance confirmations in the training list database and respond to all inquiries before and after volunteer training is hosted. Other duties as assigned. Training Day Preparation and Room Set-up Assembles training packets, word processing and monitoring PowerPoint presentations for training. Prepares training rosters and tracks attendance on training day. Assist with room set-up and take down on training day. Collects required training materials and self-study modules from volunteer on the day of training and after training to ensure required paperwork is turned in before proceeding to volunteer.

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 where inmates are present. There may be daily contact with the adults in custody. There are inherent risks working in and around inmates who may be angry or hostile.

ODOC is tobacco free. Uses of tobacco products are prohibited within the buildings or on the grounds. Tobacco use is permitted inside or along the side of the employee's personal vehicle.

All employees are required to use a computer for E-mail and related work systems in the regular performance of their duties.

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.

- Oregon Department of Corrections Administrative Policies and Procedures
- Oregon Administrative Rules and Oregon Revised Statutes
- Other applicable federal and state laws

b. How are these guidelines used?

These guidelines are used as references and are an integral component of the training for volunteers.

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".			
DOC Employees	Phone, in-person, email. US mail, and fax	Information Request	Daily
General Public, including Inmate family members	Phone, in-person, email. US mail, and fax	Information Request	Daily
Other Agencies, Administration and Staff	Phone, in-person, email. US mail, and fax	Information Request	Daily
Inmates	In writing/In person	Information Request/work task supervision	Daily
Non-Employee Service Providers	Phone/Email/ Correspondence	Information Sharing	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Time management decisions and daily workload prioritization, determines work methods to achieve work objectives; decisions regarding the secure handling of confidential documents; decisions regarding good working relationships and communication with staff and the public.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
PEM F		In person and in writing	As needed and for annual evaluation	Quality assurance, workload check in and annual evaluation

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

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:

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.

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

Operating Area	Biennial Amount ($00000.00)	Fund Type

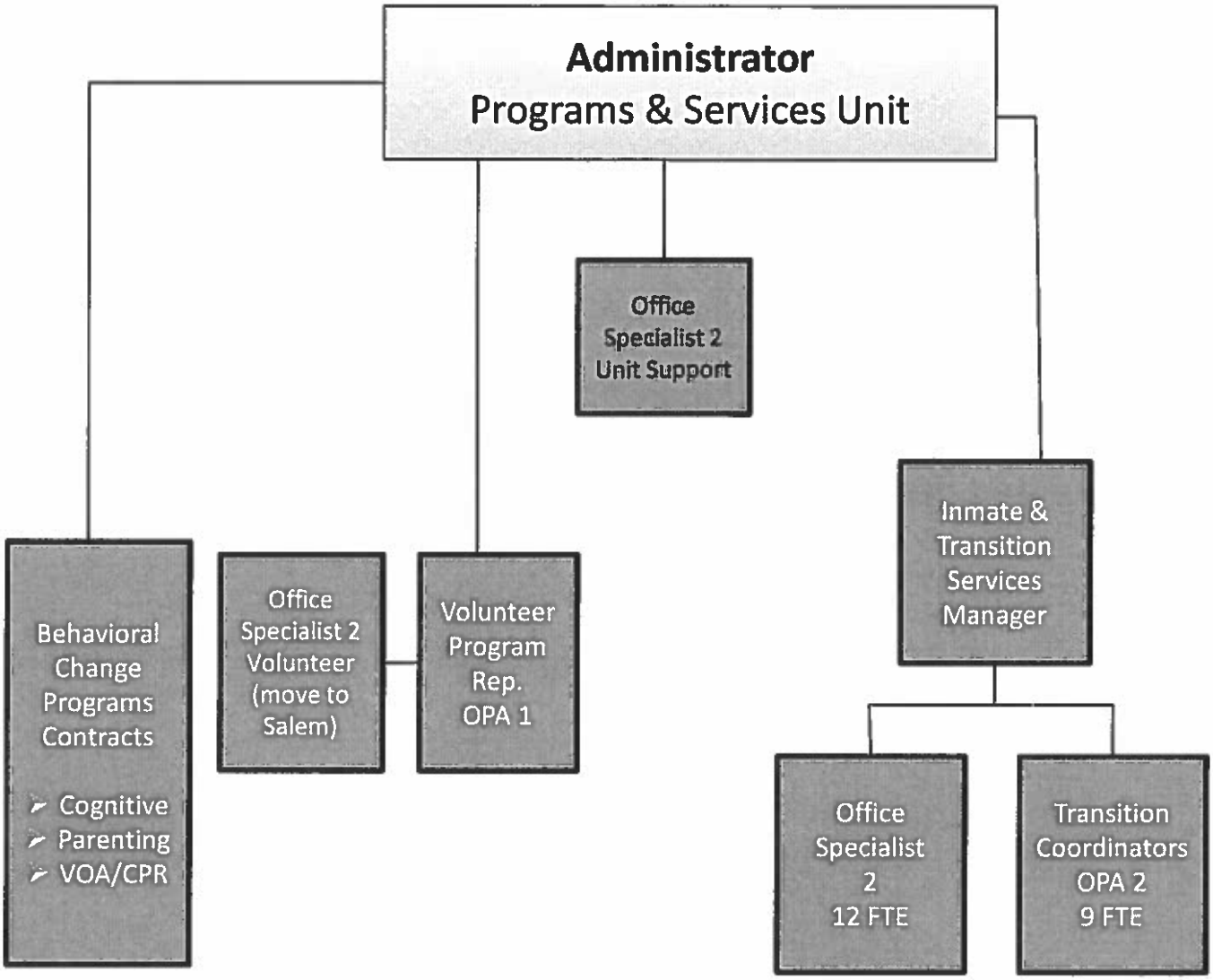
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

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, and employee name and position number.

SECTION 12. SIGNATURES

Employee Signature	Date	Supervisor Signature	Date
Appointing Authority Signature	Date		


Administrator
Programs & Services Unit
Office Specialist 2 Unit Support
Behavioral Change Programs Contracts
Cognitive
Parenting
VOA/CPR
Office Specialist 2 Volunteer (move to Salem)
Volunteer Program Rep. OPA 1
Inmate & Transition Services Manager
Office Specialist 2 12 FTE
Transition Coordinators OPA 2 9 FTE