

Programming for general population inmates include adult basic education, workforce training, life skills/transition and mental health counseling. Work opportunities for inmates include institution support assignments, a "cottage industry" program and community service work crews.

Coffee Creek Correctional Facility emphasizes implementation of the Oregon Accountability Model (OAM), which states that all staff of the Oregon Department of Corrections are responsible for contributing to long-term public safety by influencing sustainable offender change. The OAM depends upon a team approach to custody with the 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 DOC 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 OAM.

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:

Provide confidential clerical support to the Administrative Offices. Maintain good customer service in support of the operation of the Superintendent. The person filling this position ensures appropriate prioritization and timely completion of assigned tasks, generally working independently.

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 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
55%	NC	E	<p><u>Clerical Support</u> – Provides clerical support to the Correctional Rehabilitation Unit; performs LEADS background checks; scans and distributes various documents, including LEADS checks and subpoenas; schedules court hearings, legal calls, DHS calls; responds to inmate communications, meeting required timeframes; prepares and schedules phone conferences for legal issues with inmates and attorneys; resolves related problems that may arise; communicates with the onsite video coordinator in a timely manner to keep courts advised.</p> <p>Assists CRU Corrections Counselors in setting up legal phone calls for inmates in the medium facility; speaks with inmates on Intake status to reach DHS, attorney, DOJ to make necessary arrangement for them to attend court hearings via telephone; screens legal issues and resolves these when appropriate; extensive contact with inmate families, legislators, criminal justice agencies, attorneys and other community partners.</p>
25%	NC	E	<p><u>Receptionist</u> Answers incoming calls to the institution's main phone line in a professional manner and directs calls to appropriate sections/staff and/or other DOC facilities; provides basic information to callers from the public and other DOC facilities/state agencies which require knowledge of institution programs as well as Department of Correction organization, structure, procedures and philosophy.</p>
10%	R	E	<p><u>Security</u> The incumbent assists in the prevention of escapes by proper control of keys, tools, radio and contraband, as well as documenting unusual incidents as they occur. Escorts and searches inmate workers daily, as well as providing primary oversight. Searches work area of the inmates; provides escort and supervision for inmates in bi-weekly cleaning of the outside Sally Port area. Records results of all searches and follows up with Misconduct Reports as needed.</p>

Supervises an inmate crew of normally 2 in Correctional Rehabilitation Unit and 6-7 in the Library when relieving this position. Runs general library lines for weekly book check out when relieving library coordinator. Conducts inmate out count as necessary for program operation – approximately once a month. Daily accounting of the work roster. Fills out Daily Inspection Report, Security/Safety/Sanitation and turns in weekly. Prepares work orders as needed for keeping area safe and functional, acting as liaison with Physical Plant for repairs, updates, and telephone services. Maintains radio contact for maximum security of area.

Supervises custodial inmates during professional phone calls; is responsible for proper control of keys, tools and contraband as well as documenting and entering unusual incidents in a timely manner into the Offender Management System (OMS).

10%

R

E

Provides support to the facility as a Spanish-speaking translator for inmates, including verbal and written translation; serves as notary for other sections as needed.

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.

Work is conducted in a minimum-medium security institution where the risk of physical injury exists during potential encounters with abusive, out-of-control inmates. Subject to call back during emergency situations or work stoppages, and may be assigned to any area of the institution to provide necessary assistance. Position requires occasional travel in State vehicle to attend meetings and/or carry out agency business. Must be available as a resource if an emergency resource center has been established.

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.

Department of Corrections Rules, Procedures, and Policies
Coffee Creek Correctional Facility Procedures
Federal and State Laws, Federal and State Court Case Laws
Oregon Administrative Rules (OAR)
Oregon Revised Statutes (ORS)
Law Enforcement Data System Manual (LEDS)
Computer software and equipment manuals

b. How are these guidelines used?

The Rules and Procedures govern the operation of the Coffee Creek Correctional Facility. Used daily in dealing with staff, visitors (both officials and general public) and in telephone conversations.

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>			
CCCF			
Administration/Staff/			
Contractors/Volunteers	phone/person/e-mail	information sharing	daily
DOC Officials	phone/person	information sharing	daily
Community Officials	phone/person	information sharing	daily
General Public	phone/person	information sharing	daily
Law Enforcement			
Agencies	phone/person	information sharing	daily
Inmates	in person	supervise	daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Prioritize tasks and assignments; determine when to ask for clarification of an assignment; determine when to communicate progress or provide a status update in order to provide optimal daily operation of the administration office duties or meet required time frames.

Provide accurate facility information to all inquiries; direct visitors and callers appropriately.

Must use good judgment in knowing when to summon assistance in case of irate, angry or hostile caller or perceived emergency. Order, receive, problem solve issues regarding office supplies; and communicate issues with staff. Determine when issues regarding Tool/Key control require communication with supervisor as Tool/Key Control is critical to maintaining the integrity of facility security. Make determination on when to request service on office equipment and communicate issues with equipment users. The person in this position must be acquainted with DOC and CCCF rules, policies, and procedures so appropriate decisions may be made as questions arise regarding daily inmate conduct. Determine if an inmate's conduct requires supervisory action.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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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".

Executive Support Specialist 2 (Office Manager)	9912065	reviews and approves work generated by this position.	Daily	to ensure accuracy and appropriateness of contact
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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:

The incumbent must have the ability to deal professionally with a variety of people in an effective manner and have the flexibility to manage a variety of tasks and rapidly changing priorities. This is a highly visible position having contact with all levels of people. The incumbent is often the first contact with Coffee Creek Correctional Facility or the Department of Corrections. Maintenance of LEDS Certification as required by State Police requirements and is critical to the incumbent's ability to support management by performing LEDS background checks.

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".

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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

Supervisor Signature

Date

Appointing Authority Signature

Date