



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
02/01/14

Agency: Department of Corrections

Division: Offender Management and Rehabilitation Division

New Revised

This position is:

- Classified
Unclassified
Executive service
Mgmt Svc - Supervisory
Mgmt Svc - Managerial
Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Program Analyst 1
b. Classification No: C0860
c. Effective Date: January 2014
d. Position No: 9702509
e. Working Title: Victim Services
f. Agency No: 29100
Program Coordinator
g. Section Title: Religious Services
h. Budget Authorization No:
i. Employee Name:
j. Representation Code: AAON
k. Work Location (City-County): Salem, Marion
l. Supervisor Name (optional): Dennis Holmes

m. Position: Permanent Full Time Seasonal Part Time Limited duration Intermittent Academic Year 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 is 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 2500 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 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; inmate intake & assessment; classification and transfer; transition and release; offender information & sentence computation; inmate services; religious services; victim services, volunteer services and inmate and community advocacy. 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.

Religious Services also manages and promotes community involvement, community outreach and recruitment, and the on-going development and oversight of effective volunteer programs/activities in all aspects of the department's work including the 14 correctional facilities throughout the state. All religious and volunteer activities are carefully structured and designed to integrate with, and enhance the department-wide correctional programs previously mentioned. Currently, Religious

Services works with approximately 2000 volunteers. Activities and services are delivered in a manner that conforms to policies and procedures adhered to by the department as well as those further defined by each correctional institution. In addition, Religious Services is responsible for managing and conducting services to victims of crime on behalf of the department.

**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 conduct the department's victim services program which includes Victim Information Notification Everyday (VINE), the Facilitated Dialogue Program (FDP) and the Victim/Survivor Speakers Network (VSSN).

The Oregon Accountability Model (OAM) is the model the department uses to achieve its overall mission of increasing public safety. The basis of the OAM is the strong belief about the importance of strengthening staff-to-inmate and staff-to-staff modeling, particularly the directing and shaping of pro-social behavior. Our job is to move inmates from anti-social to pro-social citizens and our interactions with inmates on a daily basis are without a doubt our most powerful tool to reinforce pro-social behavior. Thus, the nature of our relationships and communications with those we have been charged to keep secure and change are core to our success. Since relationships and respect are built through repeated experiences and communications about those experiences, then what we do and say to inmates are key to achieving long-term public safety. Each employee is expected to model appropriate pro-social behavior, support positive change in individual offenders and actively support the Oregon Accountability Model through their day-to-day interactions with others.

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 and upholds a zero-tolerance policy towards all sexual abuse.

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
35%	NC	E	<p>VICTIM SERVICES VINE PROGRAM</p> <p>Coordinate the VINE program on behalf of the Department of Corrections including community outreach and assistance to victims.</p> <p>Interact with APPRISS, provider of VINE, to respond to technical problems with the system, adding enhancements to the service and updating incorrect information. Maintain, develop and plan for the effective and efficient operation of the VINE program in Oregon and gathering, reviewing, analyzing, and reporting on program statistics.</p> <p>Maintain good working relationships with participating County Sheriffs' Association members, Jail Managers' Association, Oregon Association of Community Corrections Directors, Crime Victim Advocate Directors, and related organizations to ensure the continued success of the VINE program</p>

Provide informational presentations and training for participating state agencies as needed.

Provide information and assistance to the public relating to how VINE works. Handle complaints and concerns and resolve problems with using the system.

Monitor VINEWATCH, the internet-based program used to stop notification calls, update registrations and manage users.

Maintain VINE records and related documentation.

Assist the Religious Services administration with budget preparation, contract negotiation and management, and tracking of expenditures related to Victim Services projects and programs.

40%

N

E

VICTIM SERVICES/FACILITATED DIALOGUE PROGRAM (FDP)

Coordinate the department's Facilitated Dialogue Program that provides victims and survivors of serious and violent crime the opportunity to meet with their incarcerated offender.

Monitor the programs' toll-free phone number and the Department's victim services web page. Provide preliminary program description and informational packet to interested victim/survivors.

Conduct initial assessment with victim/survivors and offenders. Explain program objectives and answer questions. Work with DOC staff to assess participants' suitability for participation in a dialogue. Assign facilitators to accepted cases. Arrange consultations between advisory committee after each victim and offender contact.

Represent the department on FDP Advisory Committee. Organize and facilitate Advisory Committee meetings. Collaborate with advisory committee to develop and update program protocols and policies. Along with the Advisory Committee recruit suitable volunteer facilitators and coordinate their training.

Monitor program expenses and budget.

VICTIM SERVICES – Victim/Survivor Speakers Network (VSSN)

Maintain database of crime victims and survivors who express interest in participating in speaking opportunities on behalf of DOC Victim Services Programs.

Provide and present information for all Victim Services programs at meetings and trainings to department staff, agency partners and community organizations.

15%

NC

E

VOLUNTEERS-

Support the Religious Services priority goal regarding volunteers. . Work with volunteers assigned to Victim Services related programs.

5%

NC

E

COMMUNITY-

Attend Religious Services staff meetings when appropriate; Reach out to and support Religious Services and other ODOC staff in the performance of their duties.

5%

NC

E

ETHICS AND RELIGION-

Assist the Department and Departmental personnel to ask and answer moral and spiritual questions about our working relationships, rules and procedures. Carry out the Victim Services/VINE programs in an ethical and conscientious manner.

100%

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.

The Department of Corrections facilities are tobacco free. Use of tobacco products is prohibited within the building or on the grounds. Work is performed in prisons that house maximum, close, medium and minimum-security inmates. The inmates have the potential for becoming angry, hostile, abusive and aggressive, increasing the risk for employees of physical injury, death, and/or being taken hostage. There is an inherent responsibility to provide assistance through recall and/or reassignment during inmate unrest and other emergency situation occurring at the institutions.

Some travel is necessary. Workweek may include evening and weekend work.

The incumbent in this position must have practical experience in databases, MS Office applications, Outlook Email and related inmate work systems in the regular performance of their duties. Must have a valid Oregon driver's license and good driving record. If not, must be able to provide an acceptable alternate method of transportation.

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
Oregon Revised Statutes
Federal Law
Institution Specific Procedures
Attorney General Opinions
Desk Procedures
LEDS/NCIC Manual and Directives

b. How are these guidelines used?

These guidelines regulate the manner in which victim services programs operate.

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?
Other institution/DOC Staff	Phone/In Person	Information Sharing	Daily
Inmates	Mail/In Person	Informational/Pre Dialogue	As needed
Inmate Family & Friends	Phone/Conf/Mail	Client Information	As needed
General Public	Phone/In Person/Mail	Informational	Daily
LEDS/ISU	In Person/Mail	Automated Systems	As needed
Oregon & other state enforcement	Phone/In Person	Operational	As needed
Counselors	Phone/In Person/Mail	Operational	As needed
DOC Administration	Phone/In Person/Mail	Operational	As needed
Public/Private Agencies	Phone/In Person/Mail	Public Information	As needed
Other State Agencies	Phone/In Person/Mail	Operational/Info Sharing	As needed
Crime Victims	Phone/In Person/Mail	Operational	Daily
Appriss	Phone/In Person/Mail	Operational	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Recommend VINE system changes and enhancements to maximize program performance. . The performance of the system impacts the ability of victims/survivors across the state to track their victimizer and their sense of personal safety and well being.

Recommend Victim Services program policy and rule changes to move victim services programs forward in a progressive manner to effectively serve and respond to the needs of crime victim/survivors.

Determine whether facilitated dialogue program eligibility criteria are met for victim initiated requests. Assign program facilitators. Monitor progress of active cases and recommend whether to move forward. Sound decision making is required in order to do no further harm to crime victim/survivors.

In conjunction with the RLB Review Committee, make determination as to whether inmate letters addressed to crime victims are appropriate so as to not cause revictimization..

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Religious Services Administrator	9500218	Informally through ongoing and monthly meeting. A formal review is conducted annually and a written performance evaluation completed.	Ongoing, monthly, annually.	To evaluate the professional performance of the Program Analyst 1 and to evaluate how well the position is furthering the missions of the Department and Religious Services.

SECTION 9. OVERSIGHT FUNCTIONS

- 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 checked="" type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work to volunteers | <input type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" 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 REQUIRMENTS: List any knowledge, skills, certificates and licenses needed at time of hire that are not already required in the classification specification:

Incumbent must possess sufficient skills to be trained for use of the LEDS/NCIC terminal and IBM AS-400 computer. Must

have sufficient skills to provide typing, telephone, reception, copying, filing and other general office duties. General knowledge of computer database applications software.

Must be able to concentrate in an occasionally disruptive and stressful atmosphere, and be able to work with sensitive and confidential subject mater that may contain violent and/or sexually connotative language.

May be reassigned during emergency situations.

Nature of work requires initiative and performance without constant supervision.

On occasion, must control and direct inmates.

Must be able to communicate effectively in person, by telephone and by correspondence with all levels of the DOC, volunteers, public and outside law enforcement agencies, including Federal and state courts and the State Attorney General's office.

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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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