



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
1/1/15

Agency: Department of Corrections

Facility: Snake River Correctional Institution

[] New [x] Revised

This position is:

- [x] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc - Supervisory
[] Mgmt Svc - Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 2
b. Classification No: C0104A
c. Effective Date:
d. Position No:
e. Working Title: Office Specialist 2
f. Agency No: 29100
g. Section Title: Correctional Rehabilitation
h. Employee Name:
i. Work Location (City - County): Ontario - Malheur
j. Supervisor Name (optional):
k. Position: [x] Permanent [] Seasonal [] Limited Duration [] Academic Year
[x] Full-Time [] Part-Time [] Intermittent [] Job Share
l. FLSA: [] Exempt If Exempt: [] Executive [] Professional [] Administrative
[x] Non-Exempt m. Eligible for Overtime: [x] 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.

The mission of the Oregon Department of Corrections is to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior. In support of this, the Correctional Rehabilitation section of Snake River Correctional Institution is responsible for the delivery and operation of inmate counseling services, inmate legal services, programming for the Intensive Management Unit (IMU), general libraries and law library operations, inmate admission and orientation, transition services, leisure time activities, inmate work assignments, inmate and staff mail processing and other programming development for the inmate population. Additionally, the Correctional Rehabilitation Section works in liaison with Department operated services, i.e., Behavioral Health Services, Mental Health Infirmary, Pathfinders, Religious Services, and Health Services. This position exists within the Correctional Rehabilitation Section of the Snake River Correctional Institution.

The basis of the Oregon Accountability Model 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 Snake River Correctional Institution is a 583-acre site located in southeastern Oregon seven miles northwest of Ontario. The 1,025,000 square foot facility, valued at \$217,000,000, houses 3,000 inmates with approximately 950 staff and approximately 90 contractors and 350 volunteers managing and supporting the institution's operation. The institution maintains a safe and secure environment to carry out sanctions provided by statutes and as ordered by the courts to manage offender behavior consistent with the Department's mission. The majority of the 1,025,000 square footage of buildings are located within a 103-acre secure perimeter, which contains all but 154 of the 3,000 inmates housed at the institution. The 154 minimum-security inmates are housed in a fenced 30,000 square foot facility adjacent to the secure facility. Within the secure perimeter there are three housing complexes which contain approximately 800 general population inmates each. In addition to the three complexes there is the disciplinary segregation/intensive management unit, which has 432 beds, and a medical services unit that provides 16 infirmary beds and 22 special management unit beds.

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 purpose of this position is to provide support services for the Counseling section, Activities, Inmate Admission and Orientation, general population programming, budget and work order support, and the respective Transitional Services Manager.

SECTION 3. DESCRIPTION OF DUTIES

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%	R	E	<p>Acquires knowledge of applicable State and Federal laws, rules or guidelines and Department of Corrections Administrative Rules, Policies and Procedures, Parole Board Rules, LEDS/NCIC Manual, OS2 Desk Manual and other written directives that are specific to assigned tasks, with the ability to apply to them.</p> <p>Completes reception, copying, faxing and other general office duties.</p> <p>Cooperates with and provides back-up for the other OS2s similarly assigned to meet the goals of the individual sections.</p> <p>Receives and distributes in-coming/out-going mail for Correctional Rehabilitation sections.</p>

			<p>Researches information and composes correspondence, reports, memos and other documents Using a variety of office equipment, composes, types and sends a variety of correspondence, reports, informational flyers, memos or other information.</p> <p>May take and transcribe dictation of confidential, technical, or legal information; records and transcribes proceedings of meetings and conferences.</p> <p>Utilizes the AS400 computer system for input of data.</p> <p>Receives and posts updated Rule, Policy and Procedures manuals.</p> <p>Provides back-up reception support for the Administrative Building on a rotating basis.</p> <p>Inspects work areas for safe and secure conditions as well as cleanliness and organization. Ensures work areas meet safety standards by correcting and/or reporting safety concerns. Maintains work areas in a professional, clean and organized manner.</p> <p>Works in conjunction with the Correctional Rehabilitation Manager and Alcoholics Anonymous Volunteer Coordinator and the SRCI Veteran's Affair group for facilitation of meetings and event planning. Responds to inmate communications inquiring about group meetings, placing and removing inmates on call out as needed.</p>
35%	R	E	<p>Assists Grievance Coordinator with the copying, entering, distribution and filing of grievances to department sections.</p> <p>Serves as a communication link between the Correctional Rehabilitation section, other section managers and staff. Makes independent decisions within established guidelines, screens calls, answers staff questions, and handles various situations for the respective sections.</p> <p>Functions as a Correctional Rehabilitation liaison between Snake River Correctional Institution / Oregon Department of Corrections and the various other institution sections, state departments, visiting guests, Court officials, attorneys, and inmate family members. Escorts visitors in and out of the secured perimeter on an as needed basis.</p> <p>Responsible for smoothly and efficiently prioritizing and scheduling the people, events, and items requiring attention.</p> <p>Receives, interviews, and screens callers and visitors; serves as communication link between administrative superior and agency staff, Governor's office, legislative staff, other State agency directors or their staff, Federal government personnel, and/or the public; Provides information to outside callers or visitors requiring background knowledge of institution, organization, structure, policies and procedures. Contacts range from emotional and concerned members of inmate families to public and private executives, criminal justice</p>

			<p>agencies, attorneys, Court officials, and various program representatives.</p> <p>Writes memos and other forms of appropriate communications with other departments and individuals within and outside of the institution. Initiates reports of inmate assessments or misconduct as necessary to the appropriate authority.</p>
4%	R	E	<p>Responsible for inmate clerks/janitors in the Counseling areas. Requires file review, interviewing, hiring, supervising, and discipline/dismissal as the need arises. Tracks and reports respective inmate time sheets daily. Also may require supervising inmate work crews on assignment to the Counseling area.</p> <p>Provides supervision of inmates using tools, i.e. paper cutters and scissors, within the assigned sections.</p> <p>Monitors flow of inmates in the Counseling area waiting room(s). Performs, as well as coordinates with security staff or other staff, the visual monitoring of inmate movements.</p> <p>Is responsible for the charge and control of inmates in the immediate work area and for the prevention of escapes by proper control of keys.</p>
2%	R	E	<p>Maintains a Basic / Inquiry Level Certificate for use on the Law Enforcement Data System and completes and enters required background clearances for volunteers, contractors, job applicants, and/or visitors.</p> <p>Maintains a Notary Public Certificate to provide notary services for staff and inmates within established guidelines.</p>
2%	R	E	<p>Participates in assigned training or educational programs that are job-related and considered to be of personal/professional development.</p> <p>Participates in all assigned in-service training programs which are required by the functional unit, committees as assigned, and staff meetings.</p> <p>Is encouraged to participate in additional training or educational programs that are job-related and considered to be of personal/professional development</p>
2%	R	E	<p>May occasionally be required to complete searches of inmates and the facility as directed by supervisors.</p> <p>Receives work from other staff members and processes those requests in accordance with established priorities and guidelines as directed by the Correctional Rehabilitation Manager.</p> <p>Carries a body alarm at all times and uses as necessary.</p> <p>Provides additional notary services in support of Inmate Legal Services.</p> <p>Other duties as assigned.</p>

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.

Snake River Correctional Institution is tobacco free. Use of tobacco products is restricted to designated smoking areas outside the secure perimeter. The inmates have the potential for becoming angry, hostile, abusive, and aggressive increasing the risk to 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 situations occurring at the institution.

Duties may involve standing or sitting for long periods of time. Carrying and/or pulling heavy loads, bags, packages, and files to and from various work stations may be required.

All employees are required to use a computer for electronic mail and related inmate work systems in the regular performance of their duties. Operation of a computer is necessary in completing a majority of job assignments within this position.

Work schedule is driven by institution need in providing support services to respective sections, in accommodating requirements of Section 41, Article 1 of the Oregon State Constitution (previously known as Ballot Measure 17), and in accommodating scheduling requirements of Parole Board and Courts. Work schedules are assigned by management as per the Collective Bargaining Agreement.

This position functions under considerable pressure through changing deadlines, detailed tracking, and constant interruptions. The incumbent must be flexible in completing job duties at a variety of work stations, be flexible in providing coverage for other OS2s within this section who need assistance, and be flexible in working within the guidelines provided by more than one direct supervisor.

All employees shall be expected to interact with co-workers, inmates and the public in a professional, respectful manner. This includes refraining from any type of behavior, action or language that could be perceived as hostile, discriminatory, intimidating, violent or abusive.

Office Specialist 2s are hired to the classification and are subject to being moved to other Office Specialist 2 work assignments within the institution to meet the operational needs of the agency.

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.

Applicable State and Federal laws, rules or guidelines and Department of Corrections Administrative Rules, Policies and Procedures, Parole Board Rules, and other written directives that are specific to assigned tasks.

b. How are these guidelines used?

Provides limitations, directions, and operating instructions. Determines the appropriate and legal process in providing Inmate Legal Services to the inmate population, in processing budgetary requests, and in providing appropriate support services as outlined in the job duties, job-related decision making section, and additional job-related information section.

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>			
Department of Corrections Personnel, Community Interest Groups, Volunteers, Inmates, Inmate Family and Friends, Vendors, Retail Stores/Wholesale Suppliers, Court and/or Legal entities.	By telephone, in writing, and in person.	Assists in planning, developing, implementing, coordinating and providing public information within the scope of providing support for the Counseling section, Inmate Admission and Orientation, general population programming, Activities section, Mail Processing Center and Transitional Services Manager support. Obtains equipment and supplies.	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

This position interprets applicable policies and makes recommendations regarding operations to support these policies. In making good decisions and recommendations about type of operations, this position directly affects inmates in their access to the Parole Board, the Court system, and other legal entities.

Judgment is required in analyzing situations and making decisions on selecting the most appropriate course of action within the established procedures.

Independently establishes priorities for work as well as in conjunction with the Program Services Managers and provides consistent accomplishment of those priorities.

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>				
Transitional Services Manager (Principal)	9512011	Personal observation, written reports, personal interviews, and system audits.	Performance is reviewed on an-ongoing basis and at least	Performance is reviewed to determine general efficiencies and

Exec/Manager D)			annually.	effective compliance with position description and work plan, to communicate areas of strengths and weaknesses and to set future goals and objectives.

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 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 able to work closely with either large groups of inmates or inmates on a one-to-one basis. Must have the ability to adapt to security situations and practices. Requires the willingness to work within the environment associated with the position's location. Must be able to work closely with public citizens while projecting a positive image of the Department of Corrections. Must be able to work under sometimes stressful circumstances with staff shortages and still maintain the goals of the sections.

Incumbent must possess sufficient skills to be trained for use of the LEDS/NCIC terminal, IBM AS400 computer, AFAMIS system, word processors, and database/spreadsheet software. Must also possess sufficient skills to be able to monitor budgetary expenditures and to enter and track purchase and work orders. Telephone communications, personal communications, and correspondence are expected to be conducted and/or presented in a professional and effective manner.

Must be willing to and possess sufficient skills to work with various pieces of technological equipment, including, but not limited to, video conferencing systems and TTY/TTD machine.

Nature of work requires initiative and performance without constant supervision. The incumbent is to maintain high standards of performance by setting an example of cooperation with the other OS2s similarly assigned to meet the goals of the sections.

Job duties involve working with sensitive and/or confidential subject matter, to include disciplinary actions and matters concerning staff. The incumbent is expected to maintain strict confidentiality in all personnel matters and to discretely handle all other data involved within this position.

