



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
09/20/2016

Agency: Department of Corrections

Facility: Coffee Creek Correctional Facility

[ ] 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: Correctional Counselor
b. Classification No: C6783
c. Effective Date: 09/01/90
d. Position No: 9512412
e. Working Title: Intake Counselor
f. Agency No: 29100
g. Section Title: CCCF- Intake Center
h. Employee Name:
i. Work Location (City - County): Wilsonville, Washington, Oregon
j. Supervisor Name (optional): Erin Stark
k. Position: [ ] Permanent [ ] Seasonal [x] 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.

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 an 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 operation; alcohol and drug treatment; cognitive restructuring; education; 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. This position exists within the Intake Unit, which is part of the Offender Management & Rehabilitation Division of the ODOC.

The Offender Management and Rehabilitation Division is responsible for carrying out the ODOC mission to reduce the risk of future criminal conduct by 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 purpose of this position is to manage a caseload of inmates from reception to release, to include preparing case management documents (i.e. Post Sentence Reports, Supplemental Reviews, memos, letters, Classification Scoring forms, etc.), making inmate program assessments, appropriately determining custody levels based on public and institutional risk assessments, responding to inmate requests and interviewing and counseling inmates. Using evidence-based practices, this position determines criminal risk factors and develops strategies with individual inmates in order to prepare them for successful transitioning back into the community. This position works in conjunction with security and other sections such as Mental Health in a Multi-disciplinary team approach in assessing and making decisions on security issues and addressing behavior concerns.

**NOTE:** The individual in this position may be placed in one of the following assignments, which may rotate between Correctional Counselors at the discretion of the Transition Services Manager and/or Asst Supt Transitional Services: Case bank supervision caseloads in both the minimum and medium facilities; Intensive/moderate supervision caseloads in both the minimum and medium facilities; Intake Unit.

## 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. Enhance 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	GENERAL DUTIES
40%	NC	E	<p><b><u>Oregon Corrections Plan/Classification</u></b></p> <p>Determines the inmate custody level, designators, whale, program eligibility, override recommendations, and hold codes according to the rules, policies, and procedures determining these situations in order to keep the caseload</p>

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

			<p>current and accurate.</p> <p>Develops and updates individual Corrections Case Plans by determining the risk/need areas for each inmate assigned to their caseload. The Counselor meets with the inmate to identify/discuss criminal risk/needs based on risk assessment tools and professional judgment, and develop successful supervision strategies that address the core risk areas, assign appropriate intervention programs and address short and long term goals in order to help the inmate successfully transition back into the community.</p> <p>Identify treatment and short term transitional leave eligibility. Screen and submit recommendations to MDT for program and STTL approval.</p> <p>Recommends modification of inmate sentences as determined by rules, policies, and procedures.</p>
37%	NC	E	<p><b><u>Case Management/Counseling</u></b></p> <p>Completes a thorough file review of all new inmate transfers to CCCF which may require collateral contact and networking with outside agencies, including law enforcement, parole officers and Department of Justice staff through Law Enforcement Data Systems (LEDS), phone calls and letters requesting criminal histories or crime summaries.</p> <p>Identifies those inmates who pose a serious threat to the safety and security of the institution due to a prior escape history, gang history or threats and assaults directed to staff or inmates. The Counselor alerts CCCF staff when such a threat exists.</p> <p>Identify and document whether any other special case factors/designators exist that, i.e. escape history, PREA, high profile case, etc.</p> <p>Conducts an initial interview with all new intakes, discusses the inmates' immediate and long-term needs, and reviews prior work and program history.</p> <p>Conducts an individual risk tool assessment and case plan on inmates, in effort to identify criminal risk factors and develop case planning and behavior action plans.</p> <p>Provides counsel, advice and guidance to inmates within the parameters of Oregon Department of Corrections rules, policies and procedures, federal and state laws, Parole Board rules and CCCF procedures as it pertains from inmate incarceration planning to release planning.</p> <p>Within appropriate timelines responds to inmate personal problems and emergencies, coordinates emergency services with other institution staff, and initiates emergency notifications when necessary.</p> <p>Acts as a resource to inmates and other staff, knowledgeable of Department of Corrections (DOC) and institution programs and makes appropriate facility, program and work referrals.</p> <p>Practices a cognitive based progressive disciplinary concept when dealing with inmate behavior problems. However, will also write conduct orders and disciplinary reports as necessary.</p> <p>Makes sure any supporting documentation/information, i.e. misconduct reports, court orders, police reports, unusual incident reports, memos and investigative reports by security staff, are recorded in the notes section of the relationship screen. Follows up with any requests for additional information</p>

			<p>or clarification as requested by the Conflict Verifier.</p> <p>Keeps the respective member of the Intake Management team informed of inability to meet specified timelines and major issues affecting particular cases. Participate in Multi-Disciplinary Team meetings as necessary.</p> <p>Demonstrates the skills and abilities of this position as specified in the Special Requirements section of this Position Description.</p>
15%	NC	E	<p><b><u>Documentation and Administrative Tasks</u></b></p> <p>Responds professionally and within specified timelines to inmate grievances and to written and verbal requests by inmates for information and interviews.</p> <p>Responds in a timely and professional manner to requests for inmate information from a variety of community or state agencies, as well as from other institution staff. Facilitates communication between the inmate and outside agencies, Parole Board, and Courts.</p> <p>Responds to letters and phone calls initiated by attorneys and inmate families.</p> <p>Responds to work completed for administrative staff. Reports and letters may be drafted for Department of Corrections Director, Superintendent, Assistant Superintendents, Administrators or other government officials.</p> <p>Researches, investigates, develops, writes, and documents a variety of inmate reports. These reports provide an evaluation and summary of inmate program and conduct. These reports include recommendations for modification of prison term, parole consideration or progress summaries for offenders housed in Oregon correctional facilities by other states.</p> <p>Attends meetings as required. Meets regularly with and works in conjunction with Intake Managers, other Correctional Counselors and other sections to maintain good working relationships and to share information regarding operational concerns or changes.</p> <p>Inspects work areas for safe and secure conditions as well as cleanliness and organization. Ensures that work areas meet safety standards by correcting and/or reporting safety concerns. Maintains work areas in a professional, clean, and organized manner.</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>
5%	NC	E	<p><b><u>Other Duties and Special Assignments</u></b></p> <p>May: Participate in special committees and meetings as approved or assigned; volunteer to be Acting Intake Assistant Administrator; participate in non-mandatory training as approved; provide new employee institution and department orientation as approved or assigned; provide new counselor training as approved or assigned; provide A&amp;O presentation during inmate Admission and Orientation, facilitate classes for inmates while on intake status.</p>
3%	NC	E	<p><b><u>Training</u></b></p> <p>Attends mandatory annual in-service training or specialized training seminars; reviews and keeps current on ODOC rules, policies, procedures, Parole Board rules, ODOC administrative directives, state and federal laws, compact</p>

			agreements, sentencing guidelines/DOC sentencing issues, Attorney General's opinions, case law, criminal code, LEDS policies and procedures and any other guidelines, policies, or procedures required to maintain this caseload.
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E/NE	SPECIFIC DUTIES
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NE	May: Participate in special committees and meetings as approved or assigned; may participate in non-mandatory training as approved; provide new employee institution and department orientation as approved or assigned; provide new counselor training as approved or assigned; provide A&O presentation during inmate Admission and Orientation.
	Demonstrates the skills and abilities of this position as specified in the Special Requirements section of this Position Description.

## 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.**

Coffee Creek Correctional Facility is tobacco free. Use of tobacco products is prohibited within the buildings or on the grounds.

Work is performed in a prison housing maximum, close, medium and minimum-security inmates. The inmates have the potential for becoming angry, hostile, abusive, and aggressive increasing the risk to employees for 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.

All employees are required to use a computer for electronic mail and related inmate work systems in the regular performance of their duties. Daily use of computers for extended periods of time is normal. Overtime when required, is mandatory. Some travel and use of a state car may be required including occasional in-state and out-of-state overnight travel.

This employee will be expected to share the mission, vision and core values of the Department. This position requires active modeling of pro-social behaviors in support of a workplace environment respectful of human dignity, social responsibility, personal growth, and transition readiness. This employee must be able to acknowledge that everyone is capable of positive change, that incarceration provides a powerful opportunity to effect positive change, and that the future public safety of Oregon depends on maintaining environments where such change is valued and nurtured.

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.

## 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, including but not limited to the following:

Oregon Department of Corrections Rules and Policies	Interstate Agreement OIN Detainer
CCCF Procedures	Federal Laws
Interstate Compact Procedures	Criminal Code of Oregon
Attorney General Opinions/Case Law	LEDS/NCIC Manual and Directives
Oregon Administrative Rules	

**b. How are these guidelines used?**

These guidelines are used to provide limitations, directions, and operating instructions; to ensure compliance with applicable regulations and standards for equal and consistent treatment of inmates; to assist in interpreting the laws, statutes, policies and procedures and assist in applying these interpretations to specific situations.

## 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, inmates, inmate family and friends, victims, victim family and friends, Courts/Judges, attorneys, general public, law enforcement agencies, other public, private, state and federal agencies	By telephone, in writing, e-mail, and in person.	Assist in planning, developing, implementing, coordinating and training within the scope of providing correctional counseling services.	Daily or as needed

## SECTION 7. POSITION RELATED DECISION MAKING

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

Counselors make inmate case management decisions. This position interprets policies and makes recommendations for custody classification, institution transfers, identifying risk/needs, develops case management strategies which include long and short term goals, reduction in prison term requirements to Oregon Board of Parole and Post Prison Supervision and the Superintendent, supervised trip activities/leaves, etc. In making good decisions and recommendations about these decisions, this position directly affects inmates' behavior within the institution, ability to reintegrate into the community, and ability to remain productive members of society. In the absence of the

Transitional Services Manager, this position fills in as Acting Transitional Services Manager, schedules staff, makes assignment decisions and provides technical advice for other Counselors in addition to handling the other responsibilities of the Transitional Services Manager as assigned.

## SECTION 8. REVIEW OF WORK

### Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Intake Assistant Administrator	8913.006	Verbal and written	Daily, as needed	Performance is reviewed to determine general efficiency and compliance with position description and work plan, to communicate areas of strengths and weaknesses, and to set future goals and objectives.

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

## SECTION 9. OVERSIGHT FUNCTIONS

a. How many employees are directly supervised by this position? \_\_\_\_\_

How many employees are supervised through a subordinate supervisor? \_\_\_\_\_

b. Which of the following activities does this position do?

- |  |   |
|--|---|
| <input type="checkbox"/> Plans 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 routinely work closely with large groups of inmates and counsel with inmates on a one-to-one basis. Must have the ability to adapt to security situations. Must be able to work closely with public citizens in a prison setting while projecting positive image of the Department of Corrections. Counselor works under sometimes stressful circumstances with staff shortages while still maintaining the goals of the section. It is essential the employee maintain regular and consistent attendance in order to function in and manage this job. Regular work attendance is essential for efficient and effective operation of the Intake Unit. Intake staff are, therefore, expected to manage their leave usage in keeping with DOC Rules, Policies and pertinent bargaining agreement language. Unprotected Leave Without Pay is considered outside of acceptable leave usage.

Intake Counselors are expected to meet both quality and quantity production standards determined by the Intake Management Team in order to maintain efficient unit operations.

**SPECIAL REQUIREMENTS:** *List any special mandatory recruiting requirements for this position:*

Must obtain Law Enforcement Data System Certification. Must possess word processing skills and be able to learn specific computer programs related to case management.

To demonstrate the knowledge and skills of this position the employee must have skills in the following areas: counseling individuals and groups, written and verbal communications, evaluating behavior and analyzing information, communicating effectively on a one-to-one basis and in groups to provide or exchange information or communicate professional opinions, and reviewing and assessing information against established rules. Additionally, must have the ability to adjust program operations to meet changing needs and agency requirements, work independently within deadlines and place work in priority order, and deal effectively with persons of varying socioeconomic, racial and cultural backgrounds.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		
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                      Supervisor Signature                      Date

\_\_\_\_\_  
Appointing Authority Signature                      Date