STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
1/22/15

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

Agency: 29100

Facility: OSP

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Investigator 2
b. Classification No: C5232
c. Effective Date: 07/01/1987
d. Position No: 7081101
e. Working Title: Grievance Coordinator
f. Agency No: 29100
g. Section Title: Administration
h. Employee Name:
i. Work Location (City – County): Salem, Marion
j. Supervisor Name (optional): Tonya Gushard
k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
l. FLSA: ☐ Exempt ☒ Non-Exempt
If Exempt: ☐ Executive ☐ Professional ☐ Administrative
m. 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.

The Oregon State Penitentiary Administration Unit ensures the safe, secure, and orderly management of the institution in accordance with the Department of Corrections rules and policies as well as Oregon State Penitentiary procedures. The Department of Corrections is required to provide secure confinement for convicted felon offenders in the state of Oregon. The Oregon State Penitentiary houses approximately 2,000 inmates.

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 complete, impartial and precise investigations into inmate grievance/complaints, prospective staff/volunteer backgrounds, and any other areas the functional unit manager deems necessary. These investigations give the functional unit manager an effective means of administratively managing a maximum security penitentiary. This position acts in conjunction with, or as backup, to other institution investigations.

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

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

50% E GRIEVANCE INVESTIGATOR

Investigates, tracks, and coordinates responses to inmate grievances, grievance appeals, and recommends resolutions to include denial/approval of grievance and grievance appeals. Prepares written responses for the Superintendent if appropriate. Provides an overview of the grievance system to inmate's attending Admission & Orientation training.

Tracks statistical information on grievances providing a report monthly.

Educates staff and inmates about the grievance system.

Picks up grievances daily from general population and twice a week from special housing.

Walks special housing units every two weeks ensuring inmates have an opportunity to discuss issues.

Meets with inmates as needed to investigate grievances.

15% E MAIL REVIEW

Thorough knowledge of OAR 291-131-0005 through 0050. Meets with inmates and provides reviews of mail violations. Insures that mail violations and confiscations submitted by staff are in accordance to the rule on inmate mail. Conducts investigations for the Departments Central Mail Reviewer when necessary. Prepares concise and timely written investigation reports for the superintendent. Maintains record of all investigations as determined by the records retention schedule.

8% E COMMITTEE MEMBERSHIP

Serves as a member of the Special Needs Inmate Evaluation Committee (SNIEC), Operations, PRAS, Mail Room, etc. Provides input on operational policies and changes. Attends other meetings as necessary.

5% E BACKGROUND INVESTIGATOR

Conducts background investigations of penitentiary employment applicants. This includes contacting past and present employers and associates, gathering information, and preparing a written report of findings for the Superintendent/OSP manager(s).

5% E BACKUP DUTIES

Provides assistance and backup to Discrimination Coordinator as necessary.

17% E MISCELLANEOUS

AFFIRMATIVE ACTION/UPWARD MOBILITY: Addresses affirmative action and upward mobility topics in section meetings and maintains a harassment-free work environment.

SAFETY: Ensures section is operating according to established safety procedures and ensures safety hazards are immediately reported. Addresses and removes potential safety hazards.

STAFF TRAINING: Provides group and individual training to new and current staff. Instructs staff on departmental regulations, standards, and operating policies. Identifies areas of training needs.

ASSIST THE EXECUTIVE ASSISTANT TO THE SUPERINTENDENT: Completes special investigations and projects for the Superintendent and/or Executive Assistant to the Superintendent, conducts tours, and works with the media as needed. Works with outside agencies (DOJ, U.S. Census Bureau, media, etc.) providing VIP tours, information sharing, technical assistance, etc.

GENERAL: The investigator has inherent security responsibilities including custodial duties for handling inmate incidents in the employee's immediate work area, prevent escapes from immediate work areas, prevent escapes through key, tool, and control of contraband at the work site. The employee is subject to recall for assignment in the institution. Adheres to standards set forth in post order #50.

Other duties as assigned.

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.

May include dealing with verbal abuse, threats to self/family, and other forms of harassment from inmates. Requires a great deal of independent and excellent judgment, tact, diplomacy, and impartiality in dealing with inmates/public.

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.

Federal laws, Oregon statutes, Oregon administrative rules, Department of Corrections rules and policies, and Oregon State Penitentiary procedures and post orders.

b. How are these guidelines used?

All of the above are used as guidelines in completing all investigations and other duties in a timely, accurate, and impartial manner.

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".

Public Officials	Phone/Person	Information/Findings	Weekly

Members of the public	Phone/Person	Information/Findings	Daily
Inmates/Staff	Phone/Person	Interviews/Counsel	Daily
ODOC Personnel	Phone/Person	Consultations	Weekly
Other Functional Units	Phone/Person	Policy/Procedure	Weekly
Criminal Justice Agencies	Phone/Person	Exchange of Information	Weekly
ODOC Job Applicants	Phone/Person	Information/Findings	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

The position incumbent assists the Superintendent in administratively managing institution security through completing investigations and intelligence gathering and reports. This position requires the exercise of independent discretion, judgment, and decisions within the framework provided by written rules/procedures and verbal/written instructions from supervisors.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".				
Supervising Execuitve Assistant	0031.102	meetings	weekly	discuss investigation findings and intelligence information
		performance appraisal	yearly	review performance

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?

- ☐ 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

This position requires the incumbent to have well developed communication skills (verbal and written), ability to concentrate on several different tasks for sustained periods of time, investigative skills, mediation skills, and detailed knowledge of institutional operations.

The Oregon Accountability Model is based on a strong belief about the importance of strengthening staff to inmate and staff to staff modeling, particularly the directing and shaping of pro-social behavior. Staff's job is to move inmates from anti-social to pro-social citizens, and staff's interactions with inmates on a daily basis are, without a doubt our most powerful tool to reinforce pro-social behavior. Thus, the nature of DOC staff relationships and communications with those we have been charged to keep secure and change are core to the Department of Corrections' success. Since relationships and respect are built through repeated experiences and communication about those experiences, then what staff 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 interaction with others.

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

N/A

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".		
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