



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
8/1/16

Agency: Oregon Department of Corrections

Facility: Snake River Correctional Institution

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: <u>Executive Support Specialist 1</u>	b. Classification No: <u>C0118</u>
c. Effective Date: _____	d. Position No: <u>0008008</u>
e. Working Title: <u>Eastside Institutions Admin. Asst.</u>	f. Agency No: <u>29100</u>
g. Section Title: <u>Operations Division</u>	h. Budget Auth No: _____
i. Employee Name: _____	j. Repr. Code: <u>AAON</u>
k. Work Location (City – County): <u>Ontario, Malheur County</u>	
l. Supervisor Name (Optional): <u>Mark Nooth</u>	
m. Position: <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share	
n. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative	o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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 purpose of the Department of Corrections Central Office is to direct, assist, and support the department in achieving its mission "to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior." This is accomplished by providing advice and consultation, technical assistance in program operations, coordination of planning and evaluation, identification of internal and external resources to support programs and services.

The Operations Division is responsible for management of 14 correctional facilities located throughout the state, with over 14,000 inmates incarcerated. This division provides secure housing, treatment, rehabilitation and work opportunities to offenders who are sentenced to a term of confinement.

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:

This position provides administrative support and performs and coordinates highly sensitive and confidential work for the Oregon Department of Corrections Eastside Institutions Administrator in support of the Operations Division Central Office. The position represents the Eastside Institutions Administrator

and the Department to state agencies, special interest groups, the legislature, and the public. The position serves to assist the Eastside Institutions Administrator in the administration of operational and mission objectives and strategies, and in managing and coordinating special projects and operational issues. This position also actively participates in management meetings and is responsible for interpreting and applying DOC and DAS policies and procedures, and Union contracts.

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.

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.

Staff are expected to contribute to the establishment of a working environment that is positive, productive and free from harassment and discrimination. As part of this effort, DOC staff are expected to participate in and encourage others to participate in the agency's activities that support affirmative action. This includes recruiting, selecting, retaining and promoting individuals with diverse background who are committed to the mission and values of the Department.

The Oregon Department of Corrections has a zero-tolerance of sexual abuse and sexual harassment within

it's Institutions/Administrative Buildings/Facilities owned, operated, or contracted. The intent of the Prison Rape Elimination Act (PREA) is to ensure a safe, humane, and secure environment, free from the threat of sexual abuse and sexual harassment for all inmates and employee/volunteer/contact/intern workers. All forms of sexual harassment between inmates and employees/volunteers/contractors/interns are prohibited by Oregon Department of Corrections policy. Therefore, if you are aware of any such incidents, you have a duty to report them to your supervisor.

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>Review, log and maintain filing system for the Unusual Incident Reports on a daily basis; work with staff at each Eastside institution to ensure proper report numbering and all necessary documentation is included before forwarding to Eastside Institutions Administrator and Chief of Investigations.</p> <p>Evaluate the depth of the incidents in order to inform Assistant Director/ Eastside Institutions Administrator or others of critical incidents immediately. Log a brief incident summary on each UIR/UOF report and distribute logs of the summaries on all UIR/UOF reports received monthly to interested members of the Executive Management Team and other management staff department wide.</p> <p>Create graphs reflecting the numbers and rates of individual critical indicators and other occurrences at all institutions based on the UIR/UOF reports and distribute along with the summaries log.</p> <p>Track to make sure all reports have been received at the central office from all institutions on monthly basis and in a timely manner. Pull reports from the Offender Management System to track Use of Force Reviews and Unusual Incident Reports and review log to ensure all documentation is received. Follow up with institution staff as needed to obtain information that is missing or incomplete. Maintain a confidential file and log on all UIR/UOF that are not displayed in the OMS.</p> <p>Research and compile data for the Quarterly Reports on Suicides and suicide attempts.</p>
35%	NC	E	<p>Provide confidential administrative support to the Eastside Institutions Administrator. Review and edit correspondence and/or documents of a highly sensitive nature. Interpret and apply laws, rules, policies, procedures and contracts in determining and implementing or authorizing an appropriate course of action. Ensure critical deadlines are met and a high level of confidentiality is maintained.</p> <p>Receive, log and respond to inmate and citizen communications addressed to the Director, Deputy Director, Assistant Director of Operations and Eastside Institutions Administrator. Maintain tracking and monitoring system for inmate letters to ensure timely and proper</p>

			<p>response. Send reminders for the outdated letters monthly and follow up to ensure letters are responded to appropriately and timely. Distribute monthly a Salem (Eastside) communication report to all (designated eastside) institution staff, which displays communications that are pending response letters.</p> <p>Decide where letters should be routed or if they require a direct response from central office. Research and prepare responses for Director, Deputy Director, Assistant Director, or Eastside Institutions Administrator signature. Ensure all correspondence and responses prepared through the Eastside Institution Administrators office, are filed in inmate files alphabetically. Ensure files are archived per retention schedule.</p> <p>Respond to written, verbal and walk-in complaints and inquiries by obtaining all pertinent details and working with institution staff to provide assistance with responses, using tact and sensitivity when discussing and responding to complaints; contact appropriate agency official or department for necessary action.</p> <p>Prepare visiting appeals, and administrative segregation hearing results and placements for Eastside Institutions Administrator review and signature. Review and edit grievance appeal responses, research further if necessary to ensure appropriate response, and prepare for Eastside Institutions Administrator review and signature.</p> <p>Work with Risk Management to track open tort claims for the Director, Deputy Director, Assistant Director, and Eastside Institutions Administrator.</p> <p>Represent the Operations Division to the public, special interest groups, legislators and other agencies. Resolve issues and provide information to individuals who write to Central Office, or call or come to the Eastside Operations Office in person with inmate or institution concerns, complaints, or questions. Investigates issues by discussion with complainant, researching AS400 CIS entries, working with institutions counselors, executive assistants, superintendents, assistant superintendents or other staff to resolve issues. Resolve issues or refer individuals to the appropriate resources as necessary.</p>
20%	NC	E	<p>Manage office operations for the Eastside Institutions Administrator, answering phones, recognizing key department officials and prioritizing their contacts with the Administrator as necessary.</p> <p>Order office supplies for Eastside Operations Central staff through AFAMIS and Office Max as requested. Inventory and order additional supplies as needed including office supplies, letterhead, toner cartridges, etc.</p> <p>Assist the Administrator in all areas of communication; verbal or written, whether telephonic; email; mail correspondence or walk-ins. Prepare responses to inmate communications, coordinating with all Eastside Institutions to obtain information, supporting or draft documentation, etc. as needed.</p>

			<p>Maintain vehicle maintenance log and schedule maintenance for Eastside Institutions Administrator's vehicle when due.</p> <p>Maintain Calendar, scheduling meetings as necessary and make sure there are no scheduling conflicts for the Eastside Institutions Administrator. Calendar meetings for the Westside Institutions Administrator and Assistant Director as needed. Review calendar for Eastside Institutions Administrator, anticipating needs and ensuring they are well- prepared for meetings as necessary.</p> <p>Schedule and prepare agenda for Eastside Operations Superintendent's meetings. Attend, record, and transcribe minutes for meeting, and other meetings as assigned. Follow up on action items to ensure completion.</p> <p>Assist in coordination of arrangements for interviews for Operations Division and Eastside Institutions positions, including room reservations, document preparation, greeting candidates, and gathering appropriate recruitment documents.</p> <p>Arrange travel itinerary and accommodations; prepare and submit travel expense claims when appropriate.</p> <p>Process and file timesheets for Operations Central Office Executive staff by ensuring all timesheets are signed, complete and are sent in on time.</p> <p>Attend established Operations Division and Rule/Policy meetings to maintain familiarity and knowledge of Division and agency activities; participate in projects resulting in various meetings and workgroups.</p>
10%	NC	E	<p>Perform other duties as assigned, including but not limited to: process requests from institutions for Department of Justice representation for Eastside Institution Administrator's review, provide back up for the Superintendent's Executive Support Specialist 2, or other Eastside facilities, as agreed upon by Eastside Institutions Administrator, coordinate processes and work load with Salem central support staff, complete special projects as needed, provide general organizational support to Eastside Operations staff, including filing, making copies, scanning material, packaging and mailing documents, etc. Some travel may be required.</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.

Work is performed in a prison that houses 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 reassignment during inmate unrest and other emergency situations occurring at the institution. Office environment requires professionalism, confidentiality, tact and sensitivity. Some in-state travel away from the office is required. Travel by state vehicle to attend meetings. All Department of Corrections buildings are tobacco free. Use of tobacco products are prohibited within the buildings or on the grounds.

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.

Oregon Revised Statutes (ORS)
 Oregon Administrative Rules (OAR)
 Department of Corrections Rules, Policies, Procedures, Directives, and Letters of Agreement
 Department of Administrative Services Rules, Policies and Procedures
 Multi-State Standards adopted by ODOC
 Labor Agreements

- b. How are these guidelines used?

All of the above are used as guidelines to meet the mission of the Oregon Department of Corrections and provide the scope of authority to the employee. Federal Laws and Oregon Revised Statutes provide the framework for daily operations. DOC Administrative Rules and Policies clarify and implement statutes signed into law. Multi-State Standards and Travel Policies are used to explain the work activity to be accomplished under normal and emergency conditions. Labor Agreements provide working agreements between management and represented employees related to working conditions, pay and other areas of concern.

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>			
General Public	Phone/In Person/Written	Respond to Inquiries	Daily
Department of Corrections staff	Phone/In Person/E-mail	Provide information/Respond to Inquiries/Gather Information	Daily
Public officials, etc	Phone/In Person/E-mail	Provide information/Respond to Inquiries/Gather Information	Daily
State, County, Federal Agencies	Phone/In Person/ E-mail/Written	Provide information/Respond to Inquiries/Gather information	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Prioritize work to ensure deadlines are met, determine work methods to achieve work objectives and goals, respond to unexpected situations to ensure smooth operations. Perform research and analysis to identify and determine effective strategic decision making and exchange of information. Select and order supplies and equipment.

Poor decisions and/or untimely completion of assignments could result in damaged working relationships with the institutions, legislature, state agencies, and the public.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
PEM H	9902001	Reviews completed work products and evaluates performance as needed and during annual performance evaluations.	Daily/ Annually	To meet performance standards of DOC and ensure program operates as desired

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

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:

Broad knowledge of department organization, rules and procedures, state statutes, legislative process are necessary for this position. Good oral, writing and grammar skills. Incumbent must have the ability to deal with a variety of people in an effective manner and have the flexibility to manage a large variety of tasks and rapidly changing priorities. Will occasionally come into contact with angry/hostile citizens in which tact and professionalism are critical to diffusing situations.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type

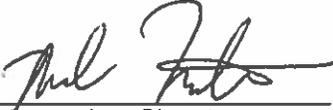
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

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

8-11-16

Appointing Authority Signature Date