



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
12-15-2014

This position is:

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

Agency: Oregon Department of Corrections

Facility: Two Rivers Correctional Institution

New Revised

SECTION 1. POSITION INFORMATION

Form with fields a-j: Classification Title, Effective Date, Working Title, Section Title, Employee Name, Work Location, Supervisor Name, Position, FLSA, Eligible for Overtime.

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.

Oregon Accountability Model: The Oregon Accountability Model (OAM) depends upon a team approach to custody with the 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 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.

are provided, including food, clothing, housing and health. Self-improvement opportunities are also available in the form of education, leisure-time activities, meaningful work assignments, and participation in special need programs.

Two Rivers Correctional Institution is a 600,000+ square foot medium-security prison with a design capacity, which houses 1536 inmates located in Umatilla, Oregon, including a 96-bed minimum custody unit located just outside the secured perimeter of the main institution.

**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 and provide guidance to inmates from reception to release. The position 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 inmates. This position works to provide critical administrative and/or clerical support services, and to serve as confidential clerical support. This position is responsible for enforcing and abiding by all applicable Department of Corrections Rules and Procedures, Institution Procedures and Administrative Directives, and ensure that all established security procedures are followed and enforced at all times.

The Oregon Accountability Model emphasizes the importance of criminal risk factor assessment, inmate work and programs to mitigate identified risks, staff-inmate interactions that support positive change, inclusion of families and children as a positive support in an inmate's life, successful reentry into the community, and ongoing community supervision and programming. Staff interactions with inmates on a daily basis are, without doubt, the most powerful tool to reinforce pro-social behavior. The nature of interactions with inmates is core to the ultimate success of corrections and community 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 day-to-day interactions with others.

### **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.

The Oregon Department of Corrections has a zero-tolerance of sexual abuse and sexual harassment within its Institutions/Administration 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 contact and 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.

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.

of Time	N/R/NC	E/NE	DUTIES
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
30%			Supervision of inmates and assist with serving staff lunch on the lunch cart, maintains inventory of tools issued. Perform daily out counts for inmates. Responsible for tracking meal tickets and securing tickets obtained from the sales. Performs necessary reconciliation's on a daily basis, then reports monthly. Supervises or assists in supervision of inmates in the Food Service area, or elsewhere as assigned. Responsible for the security of the institution through charge and control of inmates, including responsibility to personally handle inmate incidents in the immediate work area; prevent escapes through proper control of keys, tools and contraband and documenting unusual

incidents as they occur. Enters inmate work related data to AS400.

25 %

Types letters, memos, reports and other documents both of a confidential and non-confidential nature from hand, typewritten drafts or oral instruction for the Food Service Management team. Develops and maintains operational forms and tracking systems via the use of personal computer software programs to include spreadsheet and table applications. Provides current weekly inmate menus, formulas and recipes. Provides staff with the production sheets and files the reports weekly. Researches inmate communications for eligibility to work in Food Service, the assignment of inmates to the Food Service Section is coordinated through Health Services, Security and the Assignment Office. Run criminal backgrounds checks on staff for annual evaluations, visitors, suppliers and new hires. Maintains staff files. Attends Food Service staff meetings-types agendas, meeting minutes and distributes to staff

20%

Maintains accurate files associated with day-to-day operations in the food service department. Copies, files and mails Food Service invoices that have been received and processed. Compiles and completes staff time sheets and overtime reports and then forwards to Manager for verification and signature. Compiles the monthly billing reports, transfer reports, staff meal counts and all other monthly reports for the management team. Maintains current files on therapeutic diets, and notifies staff of any changes.

15%

Receives and places telephone calls, assuring pertinent information is disseminated immediately and forwarded efficiently to appropriate staff. Receives and distributes mail to food service staff or other areas of the institution. Requisitions and maintains adequate quantities of office supplies for the daily needs of the food service section. Couriers supplies, equipment, files, correspondence to, from and within the institution

10%

Assist other areas of the institution affected by short term staffing deficiencies and performs other duties as needed to support TRCI's operation. Additional work or special assignments as assigned and/or directed by the Food Service manager or other administrative staff.  
Has responsibility for custodial duties, which include handling inmate incidents and preventing escapes through control of keys, tools, and contraband. Assists DOC in the supervision and direction of inmate workers. Searches inmates and areas on an as needed basis.  
This position requires the inherent responsibility for security of the institution through direct supervision and control of inmates, including responsibility to: Personally handle inmate incidents in

the employee's immediate work area, prevent escape through proper control of keys, tools, contraband, area searches, and documenting unusual incidents as they occur.

## 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 position is at Two Rivers Correctional Institution, a medium-security male correctional facility housing felony-convicted inmates. Daily contact with mostly medium-security inmates in the secure confinement of a correctional facility; subject to "call-back" in emergencies; works overtime, as required. Travel by state vehicle (employee may be required to provide own transportation in performance of duties which is compensated within state rates) to attend meetings. Work includes areas outside and all areas within the secure perimeter of the institution requiring daily exposure to the inmates. The institution is located in Eastern Oregon and is exposed to temperature extremes and inclement weather. The institution has over 600,000 square feet of building space and is spread out over an 80-acre perimeter, in addition to a minimum facility outside the perimeter. Walking long distances to get to the workstation or perform work will be required.

The employee must attend, participate in and satisfactorily complete required Department of Corrections training, any specialized training as assigned, and afterwards, use/implement the information received in the day-to-day activities of the position. The employee is required to follow and enforce all DOC Rules and Procedures and established Institution Procedures at all times.

All employees are required to use a computer for E-Mail and related work systems in the regular performance of their duties.

Two Rivers Correctional Institution is tobacco free. Uses of tobacco products are prohibited within the buildings or on the grounds. Tobacco use is permitted inside or along side of employee's personal vehicle. Work is performed in prison housing, 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 situations occurring at the institution.

Inherent custodial duties include the responsibility for personally handling inmate incidents in the employee's immediate work area. The employee is responsible to prevent escapes from confinement by proper control of keys, tools, and contraband and documenting unusual incidents as they occur. This employee may encounter abusive inmates who pose the risk of physical injury.

The incumbent will be expected to share the mission, vision and core values of the department; the 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; the incumbent 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.

The institution is located in Eastern Oregon and is exposed to temperature extremes and inclement weather. The institution has over 600,000 square feet of building space and spread over an 80-acre perimeter, in addition to a minimum facility outside the perimeter. Walking long distances is required. Most inmate housing units are on two levels requiring the use of stairs to reach the second level.

Regular attendance is a requirement of this position. Require maintaining a pattern of dependability as demonstrated by reporting to duty regularly and on time to specified locations. Subject to Callback in the event of an emergency or work stoppage and is subject to assignment in any position or area of the institution. On-call 24 hours-per-day, 7 days-per-week, in the event of emergencies and serving as a member of the Emergency Response Team. May be required to work weekends, holidays, and/or any shift.

Work is performed within the confines of a large, medium-security correctional facility. Routine, continual, direct contact with convicted male felons is required. Continuous contact and exposure to hostile and/or potentially violent behavior of inmates. Responsible for taking immediate corrective action when dealing one-to-one with inmates, on a daily basis. High likelihood of involvement in verbal and physical altercations with inmates. Physical exertion may be required in responding to inmates' out of control behavior, restraining inmates, breaking up fights, coming to the aid of other staff members, etc. May be exposed to communicable diseases. Walks/stands on concrete/tile floors for long periods of time. Daily work in a highly active and noisy area, with the work being completed on schedule. This position requires a pattern of dependability as demonstrated by reporting to duty regularly and on time to a specific location. (Gatehouse is the recognized location.)

Daily work is generally performed in an office located within in a highly active and noisy institutional kitchen setting. This position works with confidentiality in and around an office environment.

## **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.**

This position requires comprehensive knowledge and understanding relating to the operations of a large correctional facility. The incumbent must use Federal and State Statutes; Department of Corrections Rules, Procedures, and Letters of Agreement; TRCI Procedures; Accounting and Business procedures; Board of Parole and Post Prison Supervision Administrative Rules; ACA Standards; Multi-State Standards; and Case Law relating to inmate rights

Federal and State Statutes, Department of Corrections Rules and Procedures, TRCI Procedures, Administrative Directives, and Federal and Oregon State Health and Sanitation requirements governing Food Service Operations.

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

These guidelines serve as a reference source and provide the necessary knowledge required to work in a correctional facility, defining the scope of employment. Assignments may necessarily involve any area of the institution. Requires a comprehensive knowledge of the above guidelines to analyze situations, formulate an opinion, and generate an appropriate response/decision. Used as specific instructions, setting specific requirements for care and custody. Also used as general guidelines, outlining parameters within which judgments and decisions are to be made.

This position is responsible for abiding by all applicable Department of Corrections Rules, Procedures, Institution Procedures, and Administrative Directives.

## 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>			
TRCI Administrators	In person/telephone	Meetings/work requests	Daily
Other Staff Members	In person/telephone	Security/work requests	Daily
Material Suppliers	Telephone/letter	Order Supplies	Daily/weekly
Program Managers	In person/telephone	Meetings/work requests	Daily
Security Staff	In person/Phone	Insure security while on the job	Routine
Contractors	In person/Phone	Insure quality control	Occasional
DOC personnel/officials	In person/Phone	Coordinate work efforts, discuss work	As needed
Purchasing Staff	In person/Phone	Obtain priority supplies	Occasional
Other State Officials	In person/Phone	Inquiries, information	As needed
Inmates	In-Person	Institution Operation	Daily
Trades Inspectors	Phone	Inspection of work done by permits	As needed
Purchasing Agents	Telephone/letter	Ordering materials	As needed
Vendors	In person/telephone	Procure Services & Supplies	Daily

## SECTION 7. POSITION RELATED DECISION MAKING

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

This position makes the prioritization of daily work decisions. Direct and utilize inmate help in non-security matters. Call for emergency backup if a situation appears out of the control of food service staff. i.e. security. Decisions made by this position are a direct reflection on the Food Service Management and his/her policies, directives, opinions, and administration of the Institution.

## SECTION 8. REVIEW OF WORK

### Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Food Service Manager	9712.023	Daily basis through informal conferences. Written assignments are reviewed upon completion.	Daily basis	Informal conferences and written assignments are reviewed upon completion for accuracy, timeliness, quality and conformance to State laws, Administrative Rules, and bulletins, agency policies and procedures, and correct secretarial procedures.
Assistant Food Services Manager	9902.304	Daily basis through informal conferences. Written assignments are reviewed upon completion.	Daily basis	Informal conferences and written assignments are reviewed upon completion for accuracy, timeliness, quality and conformance to State laws, Administrative Rules and bulletins, agency policies and procedures, and correct secretarial procedures.

**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? N/A
- |  |   |
|--|---|
| <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:

Regular attendance is a requirement of this position. Required to attend, participate in and successfully complete all training assigned, including 40-hours of Annual In-Service Training, any job-related courses, etc. Must possess a through knowledge and understanding of DOC Rules and Procedures and TRCI Procedures and Administrative Directives. Maintains proper security,

control and operation of his or her individual area of responsibility, the Food Service Section and Institution, at all times. A high school diploma or its equivalent is required. Must be able to read and write in English.

The person in this position works within the prison setting and is has an inherent responsibility for maintaining security and having contact with inmates. Clerical staff is responsible for maintaining the records associated with Food Service accurately. Skilled in operation of computer equipment and ability of use various program software to include, Word, Excel, AS400, Outlook. Typing on a word processor-60wpm, Calculator, 10 key, Copy Machine, shredder, fax machine and knowledge of Food Service Terminology. The employee must handle confidential and sensitive information in a professional manner. The employee should have the ability to prioritize work assignments and ensure timely completion with desired results. The employee should have the ability to organize and work on multiple projects with ability to work independently.

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

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