



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
8/1/13

Agency: Oregon Department of Corrections

Facility: Coffee Creek Correctional Facility

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: Office Specialist 2
b. Classification No: C0104
c. Effective Date: 07/01/2003
d. Position No: 0100140
e. Working Title: Intake Office Specialist 2
f. Agency No: 29100
g. Section Title: Intake
h. Budget Auth No:
i. Employee Name:
j. Repr. Code:
k. Work Location (City - County): Wilsonville, Washington
l. Supervisor Name (Optional):
m. Position: Permanent, Seasonal, Limited Duration, Academic Year, Full-Time, Part-Time, Intermittent, Job Share
n. FLSA: Exempt, Non-Exempt, If Exempt: Executive, Professional, Administrative
o. 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.

This position is in the Department of Corrections, which confines approximately 14,000 inmates in 14 prisons. The Offender Management and Rehabilitation (OMR) Division staffing includes 184 positions, and 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 the 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, two OMR Division-level Administrators 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 operations; alcohol and drug treatment; cognitive restructuring; education; counselor case management; inmate intake processing; classification and transfer, transition and release; offender information & sentence computation; inmate services; religious services; inmate work programs. 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.

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 job/position is to: provide a wide range of office support, record processing and data entry in support of the three to four week intake evaluation process for the Intake Operations Manager and the Intake Counselors.

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.

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

30%	R	E	Request Police Reports, Pre-Sentence Investigations (PSI), FBI, PPDS, LEDS/NCIC and other documentation on each inmate entering ODOC Intake through CCCF. This information is required to complete the evaluation process on each inmate. Enter report request dates onto the Police Report spreadsheet.
20%	R	E	Update and maintain the Intake Caseload Tracking Spreadsheet. The name, SID number and admission date of new offenders entering ODOC custody are updated daily. Assessment profiles are processed and maintained in this spreadsheet used for statistical information/monthly report. This data is used daily to track inmate files ready to be ordered and picked up from OISC. Inmate information packets are attached to the files; assigned to a counselor caseload and data is entered on the tracking spreadsheet.
15%	R	E	Use the computerized Correctional Information System (CIS) screens to respond to telephone inquiries from the public, including inmate families, attorneys, law enforcement, social service agencies and other various outside agencies. Ensure that appropriate confidentiality is maintained and accurate information is utilized.
15%	R	E	Receive, sort and date stamp all Intake mail. Route all inmate kytes in a timely manner to appropriate staff. Possible inmate emergency situations are reported to the Intake Operations Manager or Intake Lieutenant for appropriate action. Police Reports requested on each inmate, once received through the mail, fax or email, are date stamped and entered onto the Police Report Spreadsheet.
5%	R	E	Organize and maintain the filing system for the Intake Caseload inmate packets. Information filed includes county police requests and reports, assessment profiles, AIP applications, workforce system release forms and consular notification forms.
5%	R	E	Schedule professional visits, conference calls and/or hearings with inmates and outside agencies. Run LEDS, prepare authorization forms, enter callouts for inmate appointments and reserve visiting rooms as needed. Supervise inmate from outside interview room for confidential attorney phone calls/hearings.
5%	R	E	Assemble all paperwork for files to go back to OISC for male inmate transfers to other facilities in ODOC. Paperwork and forms are labeled to be sent to other institutions weekly and monthly.
4%	R	E	Monitor inventory of office, printer and copier supplies for the classification and assessment teams. Forward supply requests to the Intake Executive Support Specialist for ordering.
1%	R	E	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.

The work environment is located in a medium security correctional institution and therefore involves the risks normally inherent in a prison setting such as verbal and physical abuse, assault and riots. Daily contact with inmates, both individually and in groups, take place in locked cell blocks, large classrooms, or small interview rooms. Daily use of computers for extended periods of time is normal. This position is subject to call back to the prison in the event of an emergency and is subject to assignment in any position in the institution. Staff will be expected to share the mission, vision and core values of the Department; requires active modeling of pro-social behaviors in support of a workplace environment respectful of human dignity, social responsibility, personal growth and transition readiness; must be able to acknowledge that everyone is capable of positive change.

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.

Department of Corrections Rules and Procedures; ODOC Code of Ethics
Oregon Administrative Rules and Revised Statutes; Oregon Accountability Model
Coffee Creek Correctional Facility Rules and Policies
Intake Procedures
ACA Standards; Multi-state Standards
AFSCME Contract

b. How are these guidelines used?

Guidelines are used in order to ensure equal and consistent treatment of all inmates to achieve the goals of the institution and Mission and Values of the Oregon Department of Corrections.

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?
Department staff in all divisions Institution staff Other state and local agencies Citizens Inmates	Phone, writing, electronic mail, or in person	Information sharing for department orientation, intake assessment, inmate supervision, case planning and development of individualized inmate correctional plan.	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Decisions made by this position are related to methods and procedures for maintaining filing and referral systems and to verbal responses to telephone inquiries. Such decisions may have a legal impact upon the inmate, Department and the public. Judgment is required in analyzing situations and making decisions on selecting the most appropriate course of action within established rules, policies and procedures.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Intake Operations Manager	8913.006	Verbal and written	Daily, as needed	Work review for accuracy and timelines, and compliance with applicable rules and 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?
- | | |
|--|---|
| <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:

Due to minimal number of intake support staff, it is essential that individuals in this position fully comprehend the teamwork flexibility necessary to accomplish the agency's mission and daily work requirements. This position requires good judgment and professional communication skills in dealing with other agencies, the public and inmate families. A high level of organizational and multi-tasking skills is essential.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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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

Appointing Authority Signature

Date