



STATE OF OREGON POSITION DESCRIPTION

Position Revised Date:
05/25/2018

Agency: Oregon Youth Authority

Facility/Operational Area: Lane County P/P Field
Office/Community Services

☐ New ☒ Revised

This position is (Service Type):

- ☒ Classified (C)
☐ Unclassified (U)
☐ Executive Service (Z)
☐ Supervisory
☐ Non-Supervisory
☐ Management Service (X)
☐ Mgmt Svc - Supervisory (MMS)
☐ Mgmt Svc - Managerial (MMN)
☐ Mgmt Svc - Confidential (MMC)

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 2	b. Classification No: C0104
c. Effective (Established) Date: 7/1/95	d. Position No: 6700195
e. Working Title: Office Specialist 2	f. Agency No: 41500
g. Section Title: Lane County P/P Field Office	h. Budget Auth No: 000617870
i. Employee Name: Vacant	j. Union Repr. Code: <input type="checkbox"/> AFSCME (ACC) <input type="checkbox"/> SEIU (OXNI) <input checked="" type="checkbox"/> SEIU (OAI)
k. Work Location (City/County): Eugene / Lane	
l. Supervisor Name: Jason Jones	
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

p. Eligible for PERS Police and Fire Designation per **ORS 238.005**: ☐ Yes ☒ No

ORS 238.005(19)(t) Employees at youth correction facilities as defined in ORS 420.005 (Definitions) whose primary job description involves the custody, control, treatment, investigation or supervision of juveniles placed in such facilities.

OR

ORS 238.005(19)(u) Employees of the Oregon Youth Authority who are classified as juvenile parole and probation officers. ☐ Yes ☒ No

The mission of the Oregon Youth Authority (OYA) is to protect the public and reduce crime by holding youth in custody accountable and providing opportunities for reformation in safe environments. We accomplish this mission by providing or contracting for evidence-based and research-informed treatment, classroom education, vocational education, and opportunities for community engagement.

Our vision is that all youth who leave OYA go on to lead productive, crime-free lives. This vision reflects our philosophy that it is important for youth not only to remain crime-free, but also to build positive lives for themselves, their loved ones, and their communities. By becoming productive and contributing members of society, youth can help create a safer, healthier world, and give back to their communities.

The core values that guide us are integrity, professionalism, accountability, and respect. As stewards of the public trust, we display ethical and honest behavior in all that we do. We practice unwavering adherence to professional standards and perform our work competently and responsibly. We conduct our jobs in an open and inclusive manner, and take responsibility for the outcomes of our performance. We treat others with fairness, dignity, and compassion, and we are responsive to their needs. These values support our culture of positive human development, which provides supportive relationships, offers meaningful participation and community connection, and sets high expectations in a safe and opportunity-rich setting where engagement, learning, and growth occur.

We oversee the care and custody of youth ages 12 through 24 who commit crimes prior to their 18th birthday. We exercise legal and physical custody of youth committed to OYA by juvenile courts, and physical custody of youth who have been sentenced in adult courts and, due to their age, are placed with OYA. To serve youth, we operate 9 close-custody facilities throughout Oregon and oversee a range of community-based probation and parole options that include residential treatment programs and certified foster care homes. In total, we are responsible for the care and custody of approximately 1,600 youth at any given time. Of those youth, approximately 600 live in close-custody facilities, with the remainder located in community-based settings.

The agency is organized into several key service areas that contribute to the success of the youth we serve. Operational service areas are Community Services, Facility Services, and Health Services. Support service areas are the Director's Office, Business Services, and Development Services. We employ approximately 950 staff and operate with a biennial budget of approximately \$405.5 million Total Funds, of which approximately \$307.4 million is General Fund.

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.**

OYA's Community Services consists of three units: Parole and Probation, Community Resources and Foster Care, and Interstate Compact. These programs provide consistent, overarching case management for youth committed to OYA. All 36 Oregon counties have parole and probation services through 72 Juvenile Parole/Probation Officers and 10 Field Supervisors. There are 37 foster homes (with a total of 70 beds) statewide which are certified by local Foster Care Certifiers. OYA also contracts with residential programs around the state for another 528 community treatment beds. The Interstate Compact unit coordinates supervision and transportation for all youth in custody who cross state lines.

- 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 primary purpose of this position is to provide clerical support to the Field Supervisor, Juvenile Parole/Probation Officers (JPPOs) and Juvenile Parole/Probation Assistants (JPPAs).

Contribute and promote a positive work environment that enables all employees to contribute to their fullest potential free from intimidation, harassment and/or discrimination and are treated with dignity and respect. Recognize value of individual and cultural differences, and create an work environment where individuals' differences are valued.

Promote and support the value the agency places on EEO, AA, Diversity and Cultural Competency Principles through individual actions and dealings with employees, applicants, stakeholders, community partners, clients or youth.

SECTION 3. DESCRIPTION OF DUTIES

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services. Employees will do the following:

Perform position duties in a manner that aligns with the agency's core values and 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 positive working relationships with agency staff and managers through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance. Contribute to a positive, respectful, and productive work atmosphere.

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.

Percentages should not be in fractions (e.g., 7.5%) and not less than 5 %.

Note: If additional rows of the table are needed, place cursor in last cell at end of a row and press Tab key.

% of Time	N/R/NC	E/NE	DUTIES
10%	NC	E	<ul style="list-style-type: none"> Provides in-person and telephone reception in a professional manner. Takes accurate messages and forwards them to the Field Supervisor or appropriate field staff. Maintains a message log. Monitors access to the secured office area. Follows all OYA safety and security procedures. Primary responsibility for every OYA employee is for the safety, health, reformation and well being of youth and the community protection. Must be constantly vigilant and aware of potential breaches of safety and/or security to youth and the community.
40%	NC	E	<ul style="list-style-type: none"> Provides support to the Field Supervisor and field staff by making copies, sending faxes, receiving faxes and distributing appropriately, filing, typing and sending coorespondence (e.g. letters, memos, court reports, monthly reports, etc.). Sorts and distributes mail daily. Takes minutes at meetings. Once draft minutes are approved, emails the minutes to participants and posts on OYANet. Processes over/under payments to providers. This requires the employee to have thorough knowledge of the Juvenile Justice Information System (JJIS) codes and the capabilities of the JJIS system.

% of Time	N/R/NC	E/NE	DUTIES
			<ul style="list-style-type: none"> Creates and processes purchase orders, administrative expense vouchers, ADPICS, VISA purchase and petty cash. Orders office supplies. Sends bulletins on the JJIS system, including sensitive information, revocations and other miscellaneous information.
40%	NC	E	<ul style="list-style-type: none"> Maintains strict confidentiality regarding youth records and information. Ensures compliance with confidentiality rules, policy and procedures. Maintains youth case files ensuring they are stored in a locked and secure location. Files documents in case files regularly, ensuring the case files are up-to-day and current (documents must be filed in the youth's case file within 72 hours of receipt in filing box). Enters assigned new cases to field staff, opening JJIS services and eligibility, and creating new parole/probation case files. Receives information from OYA facilities, OYA staff and juvenile department staff to open new cases and/or services. Contacts same staff as necessary for any additional information needed. Notifies parents of case assignment and sends required financial/medical forms for completion and return when youth is placed in substitute care. Processes case transfers as required. Responsible for inputting all parole/probation transactions into the JJIS system, including notification to the Federal Revenue Specialist regarding placement of youth in substitute care. Enrolls youth in the Oregon Health Plan. Enters foster care services and assists staff with service verification in JJIS. Provides notification of appropriate parties (parents, court, juvenile department, schools, office support staff, etc.) of any changes in the placement of the youth. Issues temporary medical cards, one-time payment vouchers and trust account dispersals. Annually archives records and expunges files per OYA policies and when directed to do so by the OYA Records Officer.
10%	NC	E	<ul style="list-style-type: none"> Performs mandatory reporting of child abuse and completes Youth Incident Reports (YIRs) per OYA policy. Attends mandatory training to practice and improve skills. Attends clerical, field office and other required meetings. Contributes to a safe work environment. Brings safety concerns to the attention of the Field Supervisor. Promote and foster a positive work environment. Other duties as assigned within classification specifications.
100%			

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.

OYA locations are a tobacco free environments.

Daily contact with youth in custody and/or families who may exhibit hostile and assaultive behavior. Youth in custody or associates may possess weapons and may represent a real and present danger. Employee must respond to crisis situations utilizing professional judgment to ensure community and self-protection.

Employee handles a large volume and variety of tasks for field staff. Handles a large volume of telephone calls and provides information directly to the youth, their families and the public pertaining to OYA. Must be knowledgeable and use tact and common sense in handling phone calls and messages.

Staff are expected to conduct themselves in a professional manner according to the OYA Principles of Conduct and serves as a role model and agent of change for youth in custody. The staff is to be aware of and adhere to all OYA policies and procedures. Any new policies will be reviewed with the employee and are available on OYA's Intranet site in the Policy section. Professional conduct includes but is not limited to: reliability, dependability, regular and punctual attendance in order to provide consistent services, provide for public safety, have neat personal appearance, treat others with respect; and be a law-abiding citizen.

All OYA employees are expected to use safe work practices and to follow all policies regarding safe work practices.

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.

State and federal laws, policies, procedures, guidelines; Oregon Administrative Rules (OARs); OYA policies and procedures; OYA Mission Statement and Principles of Conduct. Adheres to JJIS security policies, Use of Electronic Information Assets and Systems policy (0-7.0) and other policies necessary to perform work.

b. How are these guidelines used?

To ensure accuracy of work product. Errors could cause delays and inconvenience to field and facility staff, foster parents and youths' relatives. Also used in order to make interpretations necessary in completing various assignments.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Note: If additional rows of the table are needed, place cursor in last cell at end of a row and press Tab key.

Who Contacted	How	Purpose	How Often
Youth in custody	Person and phone	To provide information and services	Daily
DHS-CAF staff	Person, phone, writing	To provide information and services	Daily
Youth parents/relatives	Person, phone, writing	To provide information and services	Daily
Foster parents	Person, phone, writing	To provide information and services	Daily

Who Contacted	How	Purpose	How Often
Youth	Person and phone	To provide information and services	Daily
Field Supervisors/JPPOs/JPPAs	Person, phone, writing	To provide information and assistance	Daily
DHS-CAF Staff	Person, phone, writing	To provide information and services	Daily
Youth Parents/Relatives	Person, phone, writing	To provide information and services	Daily
Foster Parents	Person, phone, writing	To provide information and services	Daily
Employers	Person, phone, writing	To provide information	As needed
Schools staff/community colleges	Person, phone, writing	To provide information	As needed
Public	Person and phone	To provide information	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

The person in this position must use sound judgment and must be capable of making good decisions in crisis situations, to handle direct and phone contacts with youth and their families.

Must be able to tactfully answer youths' questions and demands about happenings and field staff schedules. Must be able to make decisions on contact of phone calls to determine which ones are emergent. Must take immediate action based on these decisions. Must make decisions on correct service codes in JJIS.

SECTION 8. REVIEW OF WORK

Who reviews the work of this position?

Note: If additional rows of the table are needed, place cursor in last cell at end of a row and press Tab key.

Classification Title	Position Number	How	How Often	Purpose of Review
PE/M D		Regular feedback and performance appraisals	Daily and annually	Coach and improve performance

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 and 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:

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:
Note: If additional rows of the table are needed, place cursor in last cell at end of a row and press Tab key.

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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