



STATE OF OREGON POSITION DESCRIPTION

Position Revised Date:
4/15/2024

Agency: Oregon Youth Authority

Facility/Operational Area: 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

<p>a. Classification Title: <u>Program Analyst 3</u></p> <p>c. Effective (Established) Date: <u>1/1/2024</u></p> <p>e. Working Title: <u>Victim Services Coordinator</u></p> <p>g. Section Title: <u>Community Services</u></p> <p>i. Employee Name: _____</p> <p>k. Work Location (City/County): <u>Salem / Oregon</u></p> <p>l. Supervisor Name: <u>Susana Escobedo</u></p> <p>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</p> <p>n. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt</p>	<p>b. Classification No: <u>C0862</u></p> <p>d. Position No: <u>2123007</u></p> <p>f. Agency No: <u>41500</u></p> <p>h. Budget Auth No: <u>1424413</u></p> <p>j. Union Repr. Code: <input type="checkbox"/> AFSCME (ACC) <input type="checkbox"/> SEIU (OXNI) <input checked="" type="checkbox"/> SEIU (OAI)</p> <p>o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>p. Eligible for PERS Police and Fire Designation per ORS 238.005: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>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.</p> <p style="text-align: center;">OR</p> <p>ORS 238.005(19)(u) Employees of the Oregon Youth Authority who are classified as juvenile parole and probation officers. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	

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 consist of three units: Parole and Probation, Community Resources and Foster Care, Victim Engagement, and Youth Benefits Access. These programs provide consistent, overarching case management, including applicable medical and social security benefits, for youth committed to OYA. All 36 Oregon counties have parole and probation services through 72 Juvenile Parole/Probation Officers and 9 Field Supervisors. There are foster homes statewide which are certified by local Foster Care Certifiers. OYA also contracts with residential programs around the state for community treatment beds. The Victim Engagement Program provides meaningful access to culturally responsive, effective services for crime victims and survivors. Community Services also provides oversight of Juvenile Crime Prevention basic and diversion funds and Individualized Services dollars.

The subject position reports to the Victim Engagement Program Manager.

- 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 be responsible for developing, implementing, and coordinating the provision of crime victim and survivor services at OYA. This position is part of the Victim Engagement Program (VEP) team and provides recommendations to the VEP Manager regarding legally required crime victim notification and other related legal mandates. The position is responsible for the creation and maintenance of programs and services to support the needs of crime victims and survivors connected to youth who are in the legal or physical custody of the Oregon Youth Authority. Including a victim/offender facilitated dialogue program and a responsibility letter bank, to support the healing process of crime victims and survivors, and youth in OYA custody.

This position is responsible for monitoring best practices and emerging trends in victim services and advising the VEP Manager when program changes are appropriate. This position represents OYA on statewide public policy and crime victim related legislative matters and facilitates the implementation of policy and program change through consultation, training, and technical assistance.

This position will communicate directly with crime victims, survivors, and their families to determine the impact of release decisions and share that information with the youth's treatment team. This position will also offer support and provide referrals to culturally responsive, community-based services to crime victims and survivors.

This position will have routine interaction with victim advocates and survivor organizations, both system and community bases, as well as juvenile justice partners, and will frequently participate on statewide workgroups or task forces. This position is located at OYA Support Central in Salem, Oregon.

The scope and impact of recommendations and decisions has impact on other activities within the operation of the Oregon Youth Authority and local jurisdictions within juvenile justice

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
30%			Restorative Justice Services <ul style="list-style-type: none"> Develop, implement, and coordinate the victim-offender facilitated dialog program (FDP), including the development and monitoring of mediation contracts; develop and oversee the pool of volunteer facilitators; coordinate and communicate with the advisory board; coordinate any necessary training; coordinate a process for crime

% of Time	N/R/NC	E/NE	DUTIES
			<p>victims to request participation and develop a process to determine youth eligibility to participate.</p> <ul style="list-style-type: none"> • Develop, maintain, and manage restorative justice program and services between crime victims, OYA youth and/or family members, and OYA staff. Participate in other restorative justice initiatives throughout the agency. • Develop, implement, and manage a responsibility letter bank program (RLBP), which includes adherence to best practice procedures and outcome evaluation. • Develop and maintain FDP and RLBP databases to track victim and offender interest in participating in programming, victim/survivor registration process, and acceptance/rejection of offender letters.
30%			<p>Victim Engagement Program Development</p> <ul style="list-style-type: none"> • Serve as a point of contact for advocates and stakeholder groups from around the state. Provide information about OYA programs and services and legal notification responsibilities. • Develop a protocol and regularly collaborate with county juvenile department and district attorney victim advocates to provide wraparound support for crime victims and survivors when a youth is committed to OYA. • Maintain, monitor, and provide technical assistance and ongoing process improvement for OYA's VEP to ensure provision of legally required notification of rights to crime victims. • Coordinate and oversee the Victim Information System in Oregon (VISOR) program on behalf of OYA to ensure agency information is accurate and up to date, including daily monitoring of problems with VISOR reporting and resolving discrepancies, community outreach, and notification assistance to crime victims and survivors. • Develop and monitor the collection of data to evaluate victim engagement programs and services. Analyze data to determine program success and victim engagement improvement and recommend policy and operational changes. Uses collated data to prepare reports: compiles statistical information related to measuring success rate and/or performance utilized for agency report requirements. • Plans, prepares, and presents training and/or informational sessions related to OYA victim engagement programming, policies and services, legal requirements, and best practice models to OYA staff, criminal/juvenile justice system partners, and other local and state community partners, as requested. • Develop and facilitate a victim engagement and advisory council on a quarterly basis to provide opportunities for meaningful engagement and incorporation of victim voices into OYA policy and practice. • Works with the VEP Manager to develop a written plan of action for community outreach and coordination with culturally specific programs to ensure OYA VEP is providing services and resource referrals that meet the diverse needs of the communities we serve. • Work with the VEP Manger to determine ongoing program priorities and direction.

% of Time	N/R/NC	E/NE	DUTIES
15%			<p>Direct Advocacy Services</p> <ul style="list-style-type: none"> • Provides assistance and support to crime victims and survivors, co-victims, and their families, by informing crime victims of their rights under Oregon law, helping with requesting applicable rights, and provides notifications. • Supports crime victims and survivors during court hearings by providing hearing notification and systems accompaniment. Provides referrals to other criminal justice and/or local community programs as appropriate for ongoing support and information. • Provides crisis/trauma response and intervention with crime victims and survivors and families while using professional judgment based on experience and professional training. Identifies crime victims and survivors' immediate and long-term needs related to safety planning, preparing for hearings, restorative justice programming, transition, release, and other paroling decisions.
10%			<p>Policy and Legislation</p> <ul style="list-style-type: none"> • Develop, implement, and monitor policy and procedure consistent with policy and priorities established by the Governor and OYA Director. Assure that policy development and implementation are culturally responsive, and trauma informed. • Advise OYA management on the potential impact policy and practice will have on crime victims and survivors, their legal rights, and their engagement with OYA. • Review and analyze state and federal legislation to determine the impact on OYA crime victim rights and services. Submit opinions and analysis to the VEP Manager and other OYA management regarding opinions on legislation. Identify bills where agency expertise or testimony may be needed and identify concerns and problems with pending legislation. • Research, analyze, and develop recommendations for policy positions and crime victim rights and service program priorities. Represent agency and division in explaining program priorities, policy issues, and the effect of proposed legislation to legislators, federal and state agencies, the public, and special interest groups. • Initiate and draft proposed changes to Oregon statute and administrative rules that impact crime victim rights, practices, and programming. • Provide technical assistance and training concerning Oregon crime victim rights legislation, rules, and policies for the agency.
10%			<p>Organizational Operations and Local/National Partnership</p> <ul style="list-style-type: none"> • Develop, plan, manage, and monitor projects that impact various divisions and programs related to victim service provision. • Provides consultative recommendations to OYA management, staff, and other government agencies and community organizations related to victim service. • Participate and provide technical assistance to OYA quality improvement activities such as OYA's Performance Management System (OPMS). • Develop, manage, and oversee interagency agreements, co-management agreements, and memorandum of understanding

<p>% of Time</p>	<p>N/R/NC</p>	<p>E/NE</p>	<p>DUTIES</p>
			<p>related to crime victim rights and services with other governmental agencies and community service programs.</p> <ul style="list-style-type: none"> • Represent the agency on local and national committees related to crime victims' rights and services, which may include the Attorney General Victim Rights' Task Force, the National Association of Victim's Assistance in Corrections, and the National Office of Victim's Assistance. • Partner with advocates and victim's rights groups, on statewide initiatives or workgroups which impact juvenile justice and OYA. • Collaborate and effectively communicate with county juvenile departments, the Attorney General's office, the Oregon Juvenile Department Director's Association, the Department of Corrections, interested parties, and community partners on victim related matters and OYA programs and services. • Engage with community partners, local and statewide victim services programs, and other victim service experts to gain knowledge and feedback to ensure OYA program planning and implementation strategies adhere to best practice models, and that agency accountability is established and maintained.
<p>5%</p>	<p>N</p>	<p>NE</p>	<p>Other</p> <ul style="list-style-type: none"> • Complete ad hoc duties as assigned, consistent with classification.
<p>Ongoing</p>	<p>N</p>	<p>NE</p>	<ul style="list-style-type: none"> • Demonstrate commitment to understanding, identifying, and eliminating systemic barriers and processes that harm individuals and particularly marginalized people in actions and communications. • Utilize OYA's equity lens process for analyzing the impact of the design and implementation of projects, practices, and decision-making authority on under-served and marginalized people and groups of people. Upon determining who is impacted, include representatives from affected people in decision-making. • Support the agency's commitment to equal employment opportunities, affirmative action, diversity, and cultural competency. • Understand the agency's EEO, AA, diversity, and cultural responsibility and competency principles, and the agency's AA Plan goals and objectives. • Develop, support, and implement strategies to meet agency AA goals and objectives; identify and help remove barriers to attaining the agency's goals; and report annual efforts, successes, and/or accomplishments. • Promote and foster a positive work environment within agency initiatives and programs concerning EEO, AA, diversity, and cultural responsibility and competency by ensuring employees are aware of and follow agency policies and procedures, address work-related issues and/or concerns immediately, and take appropriate action if necessary. • Attend EEO, AA, and other diversity-related training to provide leadership to staff by being aware of diversity and cultural issues and support other employees' attendance at such programs for professional development.
<p>100%</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.

This position requires the ability to prioritize, organize, and accomplish work on multiple tasks simultaneously. The employee must have the ability to work independently, be self-directed, have good time management skills, and be able to work cooperatively with others to resolve problems and achieve permanent solutions. The person in this position must possess excellent communication skills and ability to develop constructive, collaborative, and ongoing working relationships with others.

Some evening work hours and travel throughout the state, including occasional overnight travel, may be required to provide on-site support and coordination and attend required meetings.

All OYA employees are expected to work using safe work practices and to follow all policies regarding safe work practices. May have contact with youth and others who exhibit hostile, assaultive behavior.

There is potential exposure to communicable diseases. The consistent and effective use of appropriate infection-control materials and techniques is required.

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 Constitution - Section 42, Article 1
Oregon Revised Statute - Section 419C, 420 and 420A
Oregon Administrative Rule - Chapter 416
Agency policies
JJIS policies
Oregon Revised Statutes
Oregon Administrative Rules
Technical Manuals
State and Federal guidelines

b. How are these guidelines used?

These guidelines are used to ensure that all agency, state, and federal requirements are met and that sound practices are employed by the agency. Develop and monitor policy standards. Information, consultation, and interpretation to all levels of staff in the development, evaluation, and ongoing improvement of crime victim and survivor services.

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 On
VEP Manager	Person/phone/written	Advise and consult on crime victim and survivor services and program development initiatives and services	Regularly
OYA Agency Staff	Person/phone/written	Coordinate, consult, and provide training on crime survivor matters.	Daily
Multi-disciplinary Teams	Person/phone/written	Provide information on victim perspective for transition planning	Regularly
General Public	Person/phone/written	Respond to queries	Regularly
Other Local and State Agencies	Person/phone/written	Provide and gather information	Regularly
AG Office	Person/phone/written	Provide and gather information	Regularly
Juvenile Departments	Person/phone/written	Coordinate and communicate on crime survivor matters; provide and gather information on current practices/programs and legal requirements	Monthly
Legislators	Person/phone/written	Provide and gather information	Regularly
Victims Services Programs	Person/phone/written	Provide and gather information in order to make referrals to crime survivors	Regularly
Crime Victim and Survivors	Person/phone/written	Provide and gather information; provide support and referral information	Regularly

SECTION 7. POSITION RELATED DECISION MAKING

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

Based upon expertise, this position makes recommendations to the VEP manager and OYA staff regarding statewide programs and services and the most efficient and effective use of agency resources to meet the needs of the agency and crime victims and survivors. The recommendations could have an impact on other operations within OYA, other state agencies, and local jurisdictions within juvenile justice.

This position is responsible for day-to-day decision making on the activities related to development, interpretation, and adherence to rules, policies, and procedures relating to crime victim rights within OYA and the juvenile justice system.

Decisions are critical to maintaining community partnerships and have political consequences for the agency.

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
Human Services Manager 1	0303512	Monthly supervision meetings; Indirect supervision; limited visual observation of performed	On going basis, monthly meetings, and quarterly reviews	To ensure programs efficiency & personnel performance

Classification Title	Position Number	How	How Often	Purpose of Review
		work, and a written annual performance review		

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:

The person in this position works with staff at multiple agencies. Strong team skills are necessary, including a willingness to collaborate and share information. This position requires excellent written and verbal skills, effective time management, and the ability to demonstrate initiative and independent judgment on an ongoing basis.

Regular contact with other local and state agency staff and Oregon Youth Authority staff either by phone, writing, in person, or virtually.

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