CORRECTIONS PROGRAM ASSOCIATE

JOB PURPOSE AND SUMMARY

To perform paraprofessional duties for Corrections programs including client interviewing, program eligibility review, compliance monitoring and follow-up, and case record keeping.

CLASSIFICATION DISTINCTIONS

This classification provides program support of a paraprofessional nature. The class is distinguished from the Corrections Counselor II class by the performance of more routine tasks and duties. Program Associates are expected to make choices among policy and procedure options, but are not expected to exercise the extent of decision-making and program development found at the Counselor II level. The class may assist professional staff on program management, or may provide program support under direct supervision of the assigned supervisor.

Receives general supervision from the assigned supervisor.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES - Duties may include, but are not limited to the following:

- Interview clients to establish program eligibility; verify client information through calls and records checks, and program placement.

- Establish contracts and agreements with clients about program expectations and consequences.

- Convey detailed information to clients, agencies, court representatives and other regarding programs, requirements, client status.

- Monitor clients participation in and compliance with program requirements, may include home and site visits, calls, and urine analyses.

- Contact agencies to acquaint them with program options, learn about their activities and to monitor clients.

- Review case files to ascertain client compliance with agreements and recommend appropriate action.

- Initiate action, such as warning letters, failure to comply notices, revocation notices, when clients do not comply with established agreements or court orders.

- Investigate and seek resolution to a variety of program and client problems and complaints.

- Calculate community service/work crew hours to be worked in order to satisfy court fines and department fees.

- Collect victim data to determine appropriate dollar amount of restitution owed according to well defined criteria.

- Utilize computer equipment and data bases to enter and retrieve data, maintain files and statistics and perform word processing.

- Maintain detailed notes and records on case actions and program activities.

- Provide program support to Corrections Counselors.

- Compile records and prepare program reports and statistics.

- Perform related duties as assigned.

QUALIFICATIONS

Experience And Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to establish the knowledge and abilities would be:

Experience:

- Two years of experience in work involving public contact, at least one year of which is in the criminal justice system or a closely related field.

Training:

- Equivalent to the completion of twelfth grade supplemented by additional specialized training in criminal justice, law enforcement, social science or a related field.

License or Certificate:

- Possession of, or ability to obtain a motor vehicle operator's license.

- Possession of, or ability to qualify as a Notary Public.

Knowledge of....interviewing and investigative methods and techniques; criminal justice system and community resources; pertinent laws, codes and regulations; human behavior and group dynamics; case management techniques; modern office equipment including computer systems and programs; office practices and procedures.

Ability to....establish plans and agreements with clients; gather, evaluate and recommend action on program, client and agency information; operate office equipment such as computers; resolve complaints and calm angry clients; respond to and evaluate emotional needs of clients; communicate effectively both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

Office use: 6/20/00