

CORRECTIONS COMMUNITY SERVICES MANAGER

KIND OF WORK

Managerial work directing community corrections programs.

NATURE AND PURPOSE

Under administrative direction, an employee in this class directs multiple statewide community corrections programs (e.g. victims services programs, work release programs as identified in the April 13, 1988 benchmark positions). This includes planning, implementing, and evaluating the application of fiscal, human, and technical resources to respond to the programs' current and long-range projected needs.

This classification differs from subordinate supervisory positions in the Department of Corrections in that the incumbents are accountable for all aspects of program management for several major community services program areas including setting policy, priorities, and objectives. This includes both administrative duties such as budget and public relations, and program responsibilities.

This classification differs from the higher level Field Services Director in size, scope, and program content. The Field Services Director is accountable for all probation and parole services in each of the Department's seven districts.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Manage, direct, develop, and implement services for the program area so that programs are responsive to participants' needs and services are delivered in accordance with accepted standards by: establishing goals and objectives; developing performance objectives and timetables; and developing work plans.

Propose and administer the programs' budget based on projected needs so that programs objectives are met in a timely and efficient manner within fiscal resources by: reviewing and comparing cost and service information, and adjusting the program to fiscal and human resources.

Direct the programs' employees so that they effectively perform their assigned job duties and contribute to the achievement of the program's objectives by selecting appropriately skilled and experienced employees; by rewarding or disciplining employees; recommending promotion, suspension, discharge or change in status; training and directing employees in the execution of their job duties.

Represent the program area to local law enforcement organizations and units of government, other state and national groups, advocacy organizations, and private citizens to develop an improved understanding of the role of the programs in the overall network of services, obtain input on needed and desired services, and develop community support for the program by: identifying information important to each group and determining the most effective means of conveying and receiving that information.

Plan and design services based on program participants' assessed needs, policy guidelines, special work methodologies, and professional practice to ensure that effective programs are provided which relate to participants' needs by integrating these factors with human and fiscal resources.

Establish and coordinate advisory councils that represent the interests of various groups served by the programs by: recommending council members; developing councils' policies, objectives and operational guidelines; and leading and monitoring councils' activities and projects.

Direct the programs' abuse prevention program to ensure protection of clients rights and the fair and equitable treatment of local service providers by: reviewing and evaluating current policies and practices and modifying them as necessary.

Provide information to the legislature, local law enforcement agencies, advocacy organizations, and other divisions of the department by: analyzing data needs; assigning staff to prepare data into meaningful statistics; and directing and/or designing special reports.

Assign and direct special projects to systematically assess service needs in specific program areas by: reviewing projected service needs based on population statistics; consulting with local organizations; and coordinating the efforts of staff as they develop relevant measurements.

Direct special projects to ensure that the efforts of project staff focus on key issues and that work is completed within established time frames by: evaluating project methodology, timetables, objectives, and project staffing and budgets.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

#### Knowledge of:

Social work treatment methods applicable to program participants' needs sufficient to design, implement, and evaluate effective, integrated, services.

Programming for victims, the criminal justice system, and social services sufficient to develop, implement, and evaluate services for victims and/or probaters and parolees.

Management principles sufficient to ensure efficient use of staff.

Community resources sufficient to integrate services into the overall Service Provider Network to ensure successful release into the community and/or adequate service and protection.

Needs assessment methods sufficient to guide the efforts of assigned staff in preparing short and long-term service plans.

Resource requirements and costs sufficient to compile and present a budget to meet projected levels of service.

Public speaking sufficient to ensure an accurate understanding of community services programs.

State and departmental administrative policies relating to community corrections and victims services programs to ensure that requirements are met in designing long-term plans, monitoring assigned program areas and developing plans for corrective action.

Dynamics of committee and task force groups sufficient to ensure that desired input is obtained, committee efforts focus on key issues and that facility staff and community representatives' time is utilized effectively.

Assigned program areas sufficient to organize and direct effective service delivery.

Ability to:

Plan an integrated program of services for assigned program areas.

Supervise and motivate program staff.

Translate needs of community and treatment standards into program services.

Communicate orally and in writing so that programs' goals, plans and requirements are understood.

Est.: 4/88  
Rev.:

T.C.:  
Former Title(s):