

FACILITY INFORMATION CENTER SUPERVISOR

KIND OF WORK

Professional supervisory work in facilities records management and information systems.

NATURE AND PURPOSE

Under limited supervision, supervises subordinates and plans, directs, and controls the record management and information systems in a large facility so that programs are coordinated and in compliance with policies and objectives outlined by the facility administrator. Supervisory responsibility includes either effectively recommending or hiring, directing, disciplining, performance evaluation, assigning the duties and training end users. This responsibility extends to the development of policies as well as procedures for the record management operations. Performs related work as required.

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

Supervises and trains personnel to ensure that data support services reflect management priorities and are cost effective by interviewing, hiring, and training personnel; assigning, regulating, and reviewing work assignments; establishing office policies and procedures, and setting standards; establishing work flow directions and setting work priorities for staff.

Plan, directs, and controls personnel activities to ensure full utilization of human resources in compliance with statutory and regulatory requirements, department policies and affirmative action goals by planning for and filling vacancies, by managing employee performance, by adjusting grievances/central and other personnel transactions in a timely manner and in accordance with the directives of the department administration, statewide policies and procedures, facility management and collective bargaining agreements.

Maximizes the capabilities of end users in the facility system by evaluating needs, placing systems in place that would meet the needs of the end users and providing appropriate training.

Develops software used at all facilities in the department's system by serving as a statewide team member, and by working with facility managers, central office systems personnel, and other facilities and central office staff to establish system parameters and priorities.

Develops individual facility management systems which incorporate statutory responsibilities for program completion incarceration, parole and inmate management (e.g., in correctional facilities).

Plans, directs, and controls the record management and information systems programs to insure accuracy and efficiency by establishing record management systems, assessing the information system needs of various units, installing and implementing computer programs, training staff, computerizing inmate records from manual systems, and developing budget requests to meet the needs of the program.

Collects, stores and disseminates all automated records to insure confidentiality, permanency, and security by establishing security measures and policy and procedures related to record collection, storage and dissemination, directing and processing of inmate admissions, release and transfer of inmates, detainer requests and sentence adjustment computations, authorizing entry of information, and disposition of all records according to state and federal laws and DOA and DOC's policies and procedures.

Conveys information between the correctional facility and DOC data systems staff to insure consistency by communicating on a regular basis with the DOC data systems section, requesting assistance and/or consultation when needed from DOC systems staff regarding possible systems, planning, modifications, and enhancements.

Listens and answers inmates' questions and concerns to insure record accuracy by researching and verifying data on records, responding to requests in writing, and conducting orientation sessions for new admissions to the facility.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Applicable laws, regulations, policies and procedures relative to corrections record management, corrections policies, court orders and data privacy sufficient to insure that improper commitments and release do not occur.

Human Resources policies, procedures, bargaining unit agreements sufficient to resolve personnel problems, create and fill positions, reward and discipline employees, and assign, schedule and direct work.

Management principles and practices sufficient to determine program direction, plan work and set goals, monitor and evaluate accomplishments.

Record management and information systems sufficient to establish, maintain and assess needs of the record management and information systems.

Hardware/software capabilities sufficient to determine the optimum configuration for the specific system/application.

Data communications and networking terminology sufficient to integrate appropriate components into the system/application as necessary.

Various hardware operations, software packages, and application programs sufficient to provide written and oral instructions and demonstrate use.

Skills in:

Human relations sufficient to supervise, motivate, and resolve problems with employees and answer information record requests from inmates.

Oral and written communication sufficient to give instructions, and assignments clearly and convey expectations to staff, train users, prepare program reports, and answer information requests from inmates.

Ability to:

Assess operational (equipment, staff, training, etc.) needs sufficient to establish priorities and develop budget recommendations.

Assess the needs of an adult correctional institution sufficient to conceptualize resolution of the problem through possible computer operations.

Delegate assignments, authority and responsibilities sufficient to accomplish program objectives.

Est.: 12/81
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T.C.: 4/90
Former Title(s): Corrections Information
Center Supervisor