

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Community Corrections Supervisor

Definition

Supervises and leads a large number of community corrections field services, residential services staff, or staff working in several program areas where the majority of duties are related to professional casework, direct critical services, resources, and interventions; in smaller districts, may also serve as the chief assistant to the Institutional Superintendent and be designated as the “Acting Institutional Superintendent” in the Institutional Superintendent’s absence; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Ensures that staff will fully utilize the ICON system. Extracts and utilizes information from ICON to manage program and service delivery.

Implements Department policies and procedures to ensure delivery of the full spectrum of correctional services from pretrial, presentence, probation, and parole services to work release.

Implements effective case management and supervision strategies utilizing comprehensive evidence-based practices and principles, such as motivational interviewing, cognitive behavior strategies and social learning principles, risk/need/responsivity principles, core correctional practices, and protective factors to enhance successful outcomes and promote desistance.

Assists staff in establishing objectives, skill development, and self-improvement. Monitors staff performance, conducts performance evaluations, performs all audits/reviews with an emphasis on overall continuous quality improvement, and is proactive in responding to performance issues.

Reviews casework and other correctional reports to ensure quality, accuracy, and completeness.

Provides/delegates direct casework services to clients in the absence of a Probation/Parole Officer.

Provides case consultations, assistance, and direction to employees.

Assigns/delegates work to staff and monitor the work for completion/compliance/quality.

Builds and maintains collaborative relationships with community service agencies, other districts and units, institutions, local law enforcement, courts, and other stakeholders to promote a commitment to best practices and fidelity in the continuous delivery of effective services.

Monitors and ensures regular contact with clients as indicated by the appropriate assigned level of supervision and individual case requirements.

Maintains contact with the courts and other appropriate agencies, as necessary, to report on client behavior and ensures appropriate recommendations concerning the action on each case.

Effectively communicates the department mission, vision, goals, and strategic plans and leads staff in connecting their daily work with that mission and vision. Inspires motivation and a shared vision; positively and enthusiastically engages others in a team process to solve problems; works to win/win resolution of differences; modifies personal leadership to meet situational requirements; helps the team stay focused on major goals.

Ensures staff are well trained and proficient in correctional best practices.

Promotes and upholds effective responses to non-compliance and/or antisocial behaviors by working with staff in the utilization of interventions, programs, and services, graduated sanctions as well as incentives to reinforce prosocial attitudes/behaviors to enhance desistance.

Communicates effectively and efficiently with management/administration keeping others informed as appropriate. Provides feedback to management/administration regarding the amounts and types of resources needed to provide effective supervision and programming; identifies gaps and proposes solutions.

Assists in managing the budget and assuring governmental efficiency by planning, managing resources and time, being cost conscious, and being creative in finding better more effective, and efficient operations.

Keeps unit policies up to date and current and ensures that unit policies, procedures, and standards are implemented and support the department's vision and mission.

Utilizes data to support continuation, modification, and/or change in supervision strategies and programs. Compares data, information, and input from a variety of sources to conclude; takes action that is consistent with available facts, constraints, and probable consequences. Develops and monitors processes by translating research and information into program decisions and supervision strategies.

Utilizes appropriate interpersonal styles and techniques to reduce tension and/or conflict between individuals, staff, and management. Can assess and address situations quickly; able to identify common interests/goals and facilitates mediation/resolution/mitigation to conflicts according to policies and procedures.

Cultivates opportunities through diverse people and perspectives. Respects and relates well to people from varied backgrounds, understand diverse worldviews, and is sensitive to group differences; sees diversity as an opportunity. Leads objectively; courageously challenges bias and intolerance.

Attends staff meetings, workshops, and training to keep current on evidence-based and/or researched informed practices. Trains, mentors, models, audits, and reinforces the use of evidence-based practices.

Utilizes behavioral techniques to assist in the development of problem-solving skills, facilitating behavior change, role-playing, effective disapproval, providing positive reinforcement when appropriate, and instituting corrective measures through the effective use of disapproval.

Assures that cognitive-behavioral or other evidence-based groups are being delivered with effectiveness and fidelity. Provides continuous quality improvement measures and initiates follow-up discussions on strengths as well as on improvement areas to create an action plan for facilitating improvements.

Responds swiftly to urgent situations and events that may occur outside of traditional work hours.

Assesses personal emotional intelligence and translates key skills that include and embrace emotional intelligence.

Embraces and supports change by being open, flexible, and adaptable. Demonstrates progressiveness, innovation, and creativity.

Displays high standards of ethical and professional conduct. Models honesty and a high level of integrity.

Displays an advanced knowledge of validated risk and need assessment tools, along with the proficient incorporation and application in case planning, case management, and supervision strategies.

Builds professional and equitable working relationships and rapport with employees without compromising accountability and continuous quality improvement. Plans, schedules, and directs work of self and others; balances task requirements and individual abilities; organizes materials to accomplish tasks; sets challenging yet achievable goals for self and staff. Recognize and reward staff (both formally and informally) in ways that are motivating and encouraging.

Competencies Required

Knowledge:

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Psychology – Human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- Therapy and Counseling – Principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.
- Sociology and Anthropology – Group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures, and their history and origins.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Public Safety and Security – Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Education and Training – Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Administrative – Administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language – Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.

- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Fluency of Ideas – Come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- Reaction Time – Quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- Response Orientation – Choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.

Skills:

- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.
- Time Management – Managing one's own time and the time of others.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.

- Persuasion – Persuading others to change their minds or behavior.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Instructing – Teaching others how to do something.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in any field, and experience equal to four years of full-time work in human services, criminal justice, or corrections.
- 2) A total of eight years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 3) Current, continuous experience in the state executive branch that includes six months of full-time work as a Probation/Parole Officer 3.

Effective date: 06/23 KC