Class Code: 86419

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

Correctional Counselor

Definition

Provides individual and group guidance and related counseling services to institutionalized residents in a correctional facility in the areas of social, behavioral, educational, vocational and related program planning; participates in the development and implementation of specific plans and goals for rehabilitation and gradual reintegration into the community; 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

Interviews newly admitted residents, obtains and reviews all pertinent records and reports, including probationary reports, criminal history, and information regarding family, education, employment, health, and other personal matters; assesses individual needs, capabilities, educational level, family circumstances, behavioral concerns and personal goals.

Maintains caseloads of residents, including those with complex personal, vocational, or behavioral challenges.

Conducts evaluations of each residence's progress and adjustment in relation to personal challenges, family dynamics, work, and the correctional environment.

Provides counseling and guidance services requiring sustained observation and the adaptation of advanced counseling techniques.

Corresponds and meets with past and prospective employers, attorneys, friend, family members and other personal contacts to gather information used in planning and implementing individualized goals and objectives.

Collaborates with professional staff members to structure rehabilitative services and activities for residents with significant counseling and guidance needs; develops treatment plans that may require special emphasis or modifications to improve the likelihood of achieving desired level of adjustment and orientation outcomes.

Participates in disciplinary, classification, and pre-parole classification committee meetings for assigned residents; reviews misconduct reports and, in conjunction with review committee, determines the appropriate sanctions such as reprimand, isolation or segregation.

As a committee member, recommends residents for release based on behavior, attitude, and other relevant factors; ensures all institutional policies regarding committee functions are followed, including individual rights, appeal processes, hearing notifications, and explanations relative to committee findings.

Conducts primary treatment for substance use disorders, from intake and assessment through discharge planning.

Participates in the training and development of undergraduate and graduate students from Schools of Social Work within assigned program areas.

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Competencies Required

Knowledge:

- 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.
- Law and Government Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- 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.
- Sociology and Anthropology Group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures, and their history and origins.
- Therapy and Counseling Principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

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.
- Speech Clarity Speak clearly so others can understand.
- Speech Recognition Identify and understand the speech of another person.
- 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.
- 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.
- 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.

Skills:

- 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.
- 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.
- Social Perceptiveness Being aware of others' reactions and understanding why they react as they
 do.

Minimum Qualification Requirements

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

- Four years of full-time work experience in providing individual and group guidance and related counseling services in the areas of social, behavioral, educational, vocational and related program planning; or performing correctional, law enforcement, or jail administration duties involving community reentry preparation, pro-social behavior modeling, or supervision of individuals in work assignments.
- A total of four 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.

Notes

Within a period of time after hire, as determined by the appointing authority, employees in this class may be required to obtain a Commercial Driver's License (CDL) and endorsements.

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