

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

## Correctional Officer

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### Definition

Maintains safety and security within an Iowa Department of Corrections correctional facility; supports department mission, vision, and values with integrity and commitment while preparing incarcerated individuals for successful community reentry; develops quality relationships and serves as a change agent when working with incarcerated individuals; 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

As part of a multi-disciplinary team, observes incarcerated individual behavior/interaction with staff, other incarcerated individuals, and visitors; communicates and documents observations to ensure effective security and consistent application of incarcerated individual change principles.

Continuously interacts with incarcerated individuals, utilizing 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.

Patrols facilities and makes security checks; conducts rounds and incarcerated individual counts; inspects all areas of the institution and grounds for safety/security deficiencies. Conducts searches of incarcerated individuals, vehicles, packages, equipment, incarcerated individuals' cells and property for contraband items.

With a balanced approach, instructs incarcerated individuals in rules, policy, procedure, expectations, and assists incarcerated individuals in the development of attitudes and skills necessary for successful adaptation to life within an institution and a pro-social lifestyle.

Escorts incarcerated individuals, visitors, and staff inside/outside of the institution and verifies possession of appropriate passes or legal documents.

Interacts with the general public, visitors, and victims in person or via phone. Provides information, security, and assistance.

Role models pro-social behaviors that convey dignity and respect for others and acknowledge that incarcerated individuals can change their lives by development of skills and the adoption of pro-social attitudes and behaviors.

Maintains logs, prepares reports, and enters information into the DOC electronic record system.

Supervises incarcerated individual work assignments and evaluates work performance.

Operates electronic doors, telephone systems, two-way radios, intercom, alarm systems, closed circuit TV systems, personal data assistants, computer terminals, and weapons/incarcerated individual control devices.

Attends training and professional development classes.

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## Competencies Required

### Knowledge:

- 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.
- 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.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.
- 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.

### Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- 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.
- 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).
- Flexibility of Closure – Identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
- Near Vision – See details at close range (within a few feet of the observer).
- Far Vision – See details at a distance.

### Skills:

- Social Perceptiveness – Awareness of others' reactions and understanding why they react as they do.
- 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.

- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Coordination – Adjusting actions in relation to others' actions.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Speaking – Talking to others to convey information effectively.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.

### **Minimum Qualification Requirements**

Graduation from high school, GED, or equivalency.

### **Notes**

All applicants must be able to successfully pass the following:

- Psychological tests
- A background investigation check.
- A post-offer health screen administered by an institutional physician.
- A urinalysis screen for drugs.
- All new employee training during the probationary period, including local orientation, new employee orientation, and emergency preparedness training.

Designated positions in this job class require applicants to obtain a Commercial Driver's License and endorsements within a period of time as determined by the appointing authority at the time of hire.

*Effective date: 01/19 SA*