

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

Parole Board Liaison Officer

Definition

Performs responsible investigative guidance and advisory work directed toward the rehabilitation of offenders and parolees within the State; 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

Serves as Liaison between the Parole Board, the Department of Corrections staff in Iowa's penal institutions and Judicial Districts on matters relating to Parole Board policy and procedures to address reasons for the denial of a release to parole or work release.

Communicates with County Attorneys, Judges, victims of crime, and law enforcement personnel from various state agencies to update families and friends of offenders on Parole Board policy and procedure and to process requests for information.

Prepares, in conjunction with other Parole Board members and staff, performance measures and reports for the Department of Management, Governor's Office, and the State Legislature.

Confers with offenders and parolees and explains rules, regulations, and policy relative to the parole process; answers questions from offenders and parolees and investigates complaints relative to parole procedures and policies.

Receives and answers offenders' correspondence who feel they are not receiving proper consideration from the institutional staff regarding parole consideration; explains reasons why parole was denied.

Serves as a liaison between correctional institution staff, parole and probation staff, offenders, parolees, attorneys, victims, offenders' families, and the Parole Board; facilitates communication and attempts to resolve misunderstandings between all concerned.

Serves as a liaison between the FBI, DCI, Secret Service, law enforcement agencies, and attorneys regarding information pertaining to parole revocations.

Schedules and coordinates Parole Board interviews and Parole Revocation Hearings for the Administrative Law Judges.

Attends and participates in meetings with the general public as directed by the Parole Board; explains and discusses Parole Board Policy.

Prepares required records and reports; updates databases with current offenders, parolees, and revocation information.

Competencies Required

Knowledge:

- Basic Arithmetic – Addition, subtraction, multiplication, and division.

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Abilities:

- 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.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Written Comprehension – Read and understand information and ideas presented in writing.

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.
- Speaking – Talking to others to convey information effectively.
- Social Perceptiveness – Being aware of others' reactions and understanding why the reasons for specific reactions.
- Critical Thinking – Using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Minimum Qualification Requirements

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

- 1) Three years of full-time work experience working directly with a Board of Parole performing administrative liaison work or correctional counseling, correctional rehabilitation, judicial liaison, or correctional liaison work in community-based corrections.
- 2) A total of three years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university course work in social sciences equals one year of full-time experience.
- 3) Current, continuous experience in the Iowa Board of Parole that includes five years of full-time work as a Clerk-Specialist, Administrative Assistant 1, Statistical Research Analyst, or Statistical Assistant.

Effective date: 06/18 KF