

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

## Probation/Parole Officer 1

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### Definition

Performs entry-level professional tasks such as assessment and casework involving clients under correctional supervision including pretrial, short form/informal presentence investigation, low-risk probation, parole, or residential programs. May also co-facilitate educational, cognitive behavioral, or other evidence-based groups; performs related work as required.

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

### Work Examples

As part of a multidisciplinary team, works cooperatively with others to improve client outcomes consistent with change principles and district goals.

Communicates, builds rapport, and facilitates behavior change utilizing core correctional practices in everyday interactions with clients (e.g. prosocial modeling, skill practice, development of problem-solving skills, provides positive reinforcement when appropriate, and delivers corrective measures through effective disapproval).

With knowledge of the criminal justice system, builds collaborative relationships with interested parties/stakeholders dealing with criminal justice matters (courts, law enforcement) and other community partners (service providers, employers) for effective client re-entry and desistance.

Interacts with predominantly lower-risk supervision clients in a collaborative, respectful, and therapeutic manner, utilizing motivational interviewing, core correctional practices, and other basic behavioral techniques to assist in the development of desistance skills that empower clients to make positive behavioral changes.

Monitors the progress of clients by focusing on behavior change and incentivizing positive behavior in an evidence-based manner. With a balanced approach of accountability and treatment, utilizing evidence-based practices to address issues that arise, such as violating behaviors and/or community safety concerns.

Models prosocial behaviors that convey dignity and respect for others and the belief that clients can change through developing skills and adopting prosocial attitudes and behaviors. Utilizes effective responses to non-compliant behavior as well as incentives for prosocial behavior.

Relates effectively and with sensitivity to clients of a diverse population (e.g. gender, culture, or ethnic group).

Embraces the process of continuous quality improvement strategies through effective implementation practices, feedback, and an ongoing willingness to learn and improve.

Prepares and presents accurate written and oral reports in a non-judgmental and factual manner on clients for the courts, parole board, administrative hearings, in-house staffing, and outside agencies in compliance with established deadlines. Such reports may include short form/informal presentence,

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probation/parole violation reports, or reports for modification of supervision. These reports are done in adherence to Iowa Code, Administrative Code, and/or Department Policy.

Displays knowledge, understanding, and application of validated assessment tools that assist in identifying risk, need, and responsivity to develop effective case plans and intervention strategies targeted at reducing recidivism. This may include conducting the Iowa Risk or other criminogenic needs assessments identifying/utilizing strategies that work most effectively with different types of clients, special needs, disabilities, race, age, trauma, and gender responsiveness.

Displays a high level of initiative, effort, and commitment toward completing assignments/assessments accurately and efficiently. Organizes work, sets priorities, and determines a sequence of activities to achieve goals, with minimal supervision. Demonstrates responsible behavior and attention to detail.

Understands available community resources and can identify and refer clients to the appropriate resources based on identified needs. Consistently evaluates and monitors clients' reentry needs by having the proper supports in place with an awareness of the barriers and other challenges that may arise for clients under supervision. Reviews the court order and align available resources to address expectations.

While retaining composure and objectivity under pressure, swiftly and effectively responds to non-compliance and/or anti-social behaviors using graduated sanctions. Utilizes incentives to reinforce prosocial behaviors in an evidence-based manner.

Maintains a thorough and detailed case file for each client verifying that the necessary documentation is timely and accurate. Documents client-related contacts in files and strictly adheres to department policy and Iowa Code as they relate to the confidentiality of records. Reads, understands, and applies district policies and state code to a variety of situations.

Assesses or monitors for alcohol/drug use utilizing available technology. Conducts home visits/searchers and other collateral field checks effectively and safely within the parameters of the law and department.

Supervises client financial matters, including budgeting and payment of obligations (supervision fees, court fees, restitution, rent, etc.).

Co-facilitates cognitive-behavioral or other evidence-based groups.

Assists in supervising clients in residential facilities, including assistance at the control desk, intake, urinalysis/breath analysis, and other various tasks.

Adheres to the use of universal precautions in the performance of job duties to minimize the potential risk of exposure to bloodborne pathogens.

Responds to emergencies with safety as a first priority. Utilizes training and preparedness, uses life-saving measures and appropriate defensive tactics as needed and necessary, following the use of force continuum.

Responds swiftly and urgently to critical incidents while also retaining composure under pressure. Facilitates resolution to issues such as violating behaviors, community safety concerns, or other critical issues while remaining objective and utilizing an evidence-based approach. Formulates and presents recommendations in a non-judgmental and factual manner utilizing the behavioral response matrix.

Displays knowledge, understanding, and application of case management work, cognitive-behavioral strategies, social learning principles, motivational interviewing, and core correctional practices. Utility skills to identify and encourage prosocial networks and protective factors when working with clients.

Displays knowledge, understanding, and application of Risk, Need, and Responsivity principles and ability to apply these in case management.

Displays a high standard of ethical conduct and exhibits honesty and integrity.

## **Competencies Required**

### Knowledge:

- 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 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.

**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.
- Persuasion – Persuading others to change their minds or behavior.
- 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.
- 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.
- Time Management – Managing one's own time and the time of others.

**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 college or university with an associate's degree in any field.
- 2) A total of two years of education and/or full-time experience in a human services or criminal justice field, 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 18 months of full-time work as a Residential Officer.

*Effective date: 06/23 KC*