

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

Residential Officer

Definition

Serves as a direct service provider in a 24-hour community-based corrections facility, which includes high-contact interactions with clients during routine, emergency, or volatile situations; supports prosocial behaviors with a balanced approach to treatment and supervision to reduce recidivism and prepare clients for successful community reentry; develops quality relationships with clients; 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 multidisciplinary team, works cooperatively with others to demonstrate skills and observation of client behaviors/interactions. Communicates and documents observations to ensure effective security and consistent application of client change principles.

Facilitates behavior change by utilizing effective techniques such as motivational interviewing, cognitive-behavioral strategies, and core correctional practices (e.g., prosocial modeling, skill practice, role-playing, problem-solving, providing positive reinforcement when appropriate, and delivering corrective measures through effective disapproval).

Performs facility security checks, conducts rounds and client eye counts; inspects all areas of the facility and grounds for safety/security deficiencies. Conducts searches of clients, vehicles, packages, equipment, client rooms, and property for contraband items.

Performs community security and collateral checks such as furlough checks, phone checks, and collaterals, and pass checks to assure accountability and community safety within the parameters of the law and Department.

Transports clients to and from locations within the community.

Utilizes a balanced approach of accountability and treatment when instructing clients in rules, policies, procedures, and expectations, and assists clients in the development of prosocial attitudes, behaviors, and skills necessary for successful adaptation to success within a facility and a prosocial lifestyle.

Addresses/responds swiftly and urgently to critical situations while also retaining composure under pressure. Helps facilitate resolution to issues that arise, such as violating behaviors and/or community safety concerns, or other critical issues while remaining objective and utilizing graduated sanctions with an evidence-based approach. Formulates and presents recommendations in a non-judgmental and factual manner. Allots, audits, monitors, and stores client prescriptions and over-the-counter medications as required by policy.

Participates in the disciplinary process which includes writing, investigating, and hearing reports while ensuring due process rights are followed and afforded to the client. As part of the multi-disciplinary team follows best practices for sanctioning clients in a graduated, evidence-based manner.

Assesses and monitors for alcohol/drug use. Conducts alcohol/drug testing on the client population according to departmental policy using available technology.

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

Maintains accurate logs, prepares accurate and factual reports, and enters information into the DOC electronic ICON record system in compliance with established deadlines. Supervises client work assignments and evaluates work performance.

Operates electronic doors, metal detection equipment, telephone systems, two-way radios, intercom, alarm systems, and computer terminals and uses client control devices as approved per department policy.

Attends training classes and seminars; may facilitate training of staff and clients. Utilizes and applies skills gained in training to develop programming and specialties (e.g. Group facilitator, CPR instructor, PREA, etc.) that enable clients to successfully reenter the community. Embraces the process of continuous quality improvement through feedback and an ongoing willingness to learn.

Utilizes information gained through assessment tools and supports the case managers and clients in meeting their case plan goals by utilizing strategies that work most effectively with different types of clients; i.e. special needs, disabilities, race, age, trauma, and gender responsiveness.

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 critical incidents and other emergencies with safety as a first priority. Trained and prepared to use life-saving measures and appropriate defensive tactics as needed and necessary, following the use of force continuum.

Conducts assessments as needed such as sexual violence propensity, pre-trial risk assessments, etc.

Applies the Risk, Need, and Responsivity Principles utilizing basic knowledge and understanding.

Displays initiative, effort, and commitment toward completing all assignments/assessments efficiently with minimal supervision. Demonstrates responsible behavior and attention to detail.

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

Competencies Required

Knowledge:

- English Language – Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- 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.

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- Sociology and Anthropology – Group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures, and their history and origins.
 - Education and Training – Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
 - 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.
 - 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.

Abilities:

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

- 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.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

- 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.
- 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.
- Time Management – Managing one's own time and the time of others.

Minimum Qualification Requirements

Graduation from high school, GED, or equivalency.

Effective date: 06/23 KC