

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

Residential Officer 2

Definition

Serves as an advanced-level direct service provider in a 24-hour community-based corrections facility, which includes high-contact interactions with clients which may be during emergent and demanding situations; elicits and supports prosocial behaviors with a focus on programming to reduce recidivism and prepare clients for successful community reentry; uses a balanced approach to treatment and supervision, and develops quality relationships with clients; serves as a team lead assisting management; 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

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

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

Continuously models quality interactions with clients in a collaborative, respectful, and therapeutic way to build rapport and trust.

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, and client rooms and property for contraband items. Helps supervisor ensure quality and through safety and security checks are conducted as expected.

Performs community security and collateral checks such as furlough checks, phone checks, 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 within the facility and a prosocial lifestyle.

Monitors the progress of clients by incentivizing positive behavior in an evidence-based manner, to empower them to make positive changes and meet their goals.

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 and helps supervisor oversee the disciplinary process which includes writing, investigating, and hearing reports while ensuring policies and due process rights are followed and afforded. 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; facilitates training of staff and clients. Utilizes 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, models, implements, and reinforces the process of continuous quality improvement through inspiring a shared spirit of quality, auditing other work as instructed; providing thoughtful feedback, coaching, and mentoring; as well as maintaining support and openness to ongoing self-improvement.

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.

Co-facilitates cognitive-behavioral or other evidence-based groups with effectiveness and fidelity.

Helps oversee client financial matters, including assisting with budgeting and payment of obligations (supervision fees, court fees, restitution, rent, etc.).

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.

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

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

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

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.
- 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.
- 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.
- Time Management – Managing one's own time and the time of others.
- Coordination – Adjusting actions in relation to others' actions.

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) Two years full-time work experience in a human services or criminal justice related field.

- 3) A total of two years of education and/or full-time experience (as described in number two), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 4) Current, continuous experience in the state executive branch that includes 18 months of full-time work as a Residential Officer.

Effective date: 12/23 SA