

# IOWA DISTRICT DEPARTMENTS OF CORRECTIONAL SERVICES

## PROBATION/PAROLE OFFICER II

(60315)

### GENERAL STATEMENT OF DUTIES:

Under general supervision, has sufficient understanding and experience to operate in a broad range of moderate to difficult professional casework involving predominately moderate-high risk clients on pretrial, presentence, probation, parole or residential. Develops quality working relationships and is a change agent when working with clients. Performs related work as required. Facilitates educational and cognitive behavioral groups.

### DISTINGUISHING FEATURES OF THE CLASS:

The Probation/Parole Officer II position is to provide professional, structured and evidence-based services to individuals referred for to the Department of Correctional Services. A Probation/Parole Officer II develops quality professional working relationships with clients utilizing a balanced approach of treatment and accountability. A Probation/Parole Officer II is proficient in risk/needs assessments and supervision techniques to include applying social learning principles and cognitive-behavioral strategies, maintaining and building protective factors and develops an effective plan to help facilitate clients' success.

The officer Probation/Parole Officer II supervises cases that have been assessed as being predominately moderate-high risk for violence, victimization and/or overall recidivism and/or has a specific problem/treatment need requiring higher level knowledge, expertise, and skills on the part of the officer which may require additional training, certification or licensure. This may include providing services to individuals under specialized supervision for sex offenders, chronic substance abusers, youthful clients or others who may be moderate/high risk which may involvement some work in the field with community resources, families, law enforcement and other collateral contacts.

The work environment of a Probation/Parole Officer II may vary, requiring flexibility in carrying out specific job requirements.

**The Work Examples and Competencies listed 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 client behavior/interaction in the community. Communicates and documents observations to ensure effective supervision and consistent application of client change principles.

Builds collaborative relationships with interested parties dealing with criminal justice matters (courts, law enforcement, Federal agencies) and other community partners (service providers, workforce development).

Continuously interacts with clients on caseload, 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.

With a balanced approach of treatment and accountability, instructs clients in conditions of supervision, legal terms, legal documents, policies and procedures, in a manner that best suits their learning style. Assists clients in the development of attitudes and skills necessary for successful adaptation to a pro-social lifestyle.

Addresses and helps facilitate resolution to issues that arise, such as violating behaviors and/or community safety concerns, or other critical issues while utilizing evidence-based approach.

Prepares and presents accurate written and oral reports on clients for the courts, parole board, administrative hearings, and in-house staffing's and outside agencies in compliance with established deadlines. Such reports may include presentence, 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.

Conducts and utilizes ongoing assessments that identify risk, needs, and responsibility for the purpose of developing effective intervention strategies targeted at reducing recidivism. This may include conducting the approved risk assessments and other criminogenic needs assessments to identify risk, needs and protective factors that drive the development of the client case plan.

Develops initial case plan based upon risk assessments. Ongoing negotiation and update of case plan with client to address changing needs. Determines staff and community resources available to address those needs and make referral as appropriate. Closely monitors, evaluates and documents case plan progress and involvement, and amends case plan as necessary.

Consistently evaluates and monitors the client's reentry needs and ensures continuity of reentry by having the proper supports in place for those clients returning from prison, jail or residential. Works collaboratively with prison staff to ensure an effective and seamless re-entry plan.

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 confidentiality of records.

Assesses/identifies alcohol/drug use and conducts urinalysis/breathalyzer tests and other available technology.

Follows established procedures for securing and serving warrants.

Supervises and coordinates client financial matters. Assists with budget planning and ensures compliance with the Iowa Code and policies in making payments for residential facility rent, restitution, enrollment fees, and other financial obligations.

Facilitates cognitive behavioral or other evidence based groups with effectiveness and fidelity.

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

Responses to emergencies with safety as a first priority trained and prepared to use life saving measures and appropriate defensive tactics as needed and necessary.

Competencies Required:

Expected to have all the competencies as listed in PO I job description as well as these advanced knowledge, skills and abilities listed below:

- Knowledge of casework, cognitive behavioral strategies, social learning principles, risk/needs/responsivity principles, core correctional practices and protective factors and how they apply to everyday practice.
- Knowledge of criminal justice system and understanding the various decision points as well as ability to work collaboratively with institutions and others for client reentry.
- Knowledge of community resources and ability to broker resources by identifying and referring to appropriate services as well as knowledge of potential barriers and challenges for clients under supervision.
- Knowledge and application of validated risk need tools, and how to incorporate them into case plans and supervision strategies.
- Knowledge of law and government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules.
- Knowledge and skills to build trust and interact in a collaborative, respectful, and positive way. Skills and ability to interact with client that empowers them to make positive changes and meet goals.
- Knowledge of what strategies work most effectively with what types of offenders, special needs, disabilities, race, age, trauma, and gender responsiveness.
- Knowledge of effective responses to non-compliant and/or anti-social behavior and incentives to reinforce pro-social. Ability to utilize graduated sanctions and incentive/reward in an evidence based manner.
- Knowledge of mental health and substance abuse issues.
- Knowledge, skills and abilities to understand continuous quality improvement, and effectively implement quality improvement strategies.
- Ability to accurately and succinctly communicate in oral interactions and written descriptions of human behavior, using proper grammar and proper sentence structure to varied audiences.
- Ability to read, understand and apply district policies and state code to a variety of situations.
- Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.
- Ability to conduct home visit/searches and other field checks in an effective and safe way within the parameters of the law and Department.
- Ability to assert one's self with others while retaining composure under pressure and remaining objective.

- Ability to communicate while utilizing core correctional practices during every interaction with offender to: build rapport, reinforcement of good behavior, role model.
- Ability to formulate and present recommendations in a non-judgmental and factual manner.
- Ability to establish quality relationships and to demonstrate to clients you want them to succeed and relate to them in open, genuine, and respectful way.
- Ability to identify and build upon or develop a client's strengths/protective factors, and assist client in utilizing those strengths in complex and challenging situations.
- Ability to recognize anti-social characteristics and to detect and address anti-social values, thinking, and behaviors.
- Ability to sequence strategies and reentry – can sequence identified needs in case plan and consistently monitor progress in a timely, efficient manner making necessary adjusts when working with client when barriers are identified.
- Ability to actively 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.
- Ability to demonstrate behaviors and attitudes that enable them to work effectively cross-culturally. Have the capacity to (1) value diversity, (2) conduct self-assessment, (3) manage the dynamics of difference, (4) acquire and institutionalize cultural knowledge, and (5) adapt to diversity and the cultural contexts of population they serve.
- Ability to role-model, and to consistently demonstrate and reinforce appropriate alternatives to pro-criminal thinking, feeling, and acting (e.g., role playing, rehearsals, modeling, and feedback) in varied situations.
- Ability and skills to Mentor PPO I.
- Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest and unethical behavior.
- Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

## **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

- Graduation from a four year accredited college or university; or
- Two years of college (minimum 60 hours) at an accredited college or university and two years of human service/criminal justice experience; or
- An equivalent combination of related education and/or human service/criminal justice experience to equal four years.

## **NECESSARY SPECIAL REQUIREMENTS**

- Barring reasonable accommodation under the Americans with Disabilities Act, designated positions in this job class require applicants to possess, obtain and maintain a valid driver's

license, and the ability to be insured and maintain insurability under the district's auto insurance coverage.

- Satisfactory completion of a background investigation and criminal history check.
- Successful completion of psychological testing and examination as required.
- Medical examination to certify ability to physically perform the essential functions of the position.
- Successful completion of a urinalysis test for illegal substances.
- Designated positions in this job class require applicants to possess IRR/IVVI and DRAOR user certification or have the ability to obtain and maintain said certification within first year of employment.

## **SELECTIVE REQUIREMENTS**

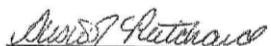
## **ESSENTIAL FUNCTIONS:**

- Communicate with the client population, criminal justice and related agency staff and other involved parties in individual and group settings.
- Review and document observations, assessments and other related information in electronic databases within specified timeframes.
- Comprehend critical information and complex issues in varied situations using critical thinking and sound judgement to make decisions that are not in conflict with established policy guidelines, timeframes and legal parameters.
- Assess client characteristics and circumstances and organize and coordinate internal as well as external resources to address client risk management and case plans.
- Travel to various work sites and participate in work activities such as training, court/administrative hearings, and other related community functions.
- Utilize available technology in the performance of job duties.
- Safely and urgently respond in critical or emergency situations prepared to use life saving measures and safety strategies as needed and as necessary, including sustained alertness, defensive tactics, and use of force to ensure a safe work environment for all in the office or in the field while conducting home checks and other field work in client's environment.
- Responses objectively and collectedly in high stress situations showing stress tolerance in dealing with a criminal justice population, including appropriately managing unpredictable behavior and quickly and effectively de-escalating rapidly escalating situations.
- Effective case management of moderate/high risk clients.
- Accurately and succinctly communicate in oral interactions and/or written reports, assessments and summaries of human behavior in English, using proper grammar and proper sentence structure.

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Approved:



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