

# IOWA DISTRICT DEPARTMENTS OF CORRECTIONAL SERVICES

PROBATION/PAROLE OFFICER III

#60320

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## GENERAL STATEMENT OF DUTIES:

Under general supervision and leadership, has a broad and deep understanding of case management, client change, and supervision strategies. Performs difficult and complex professional casework and critical services, resources and interventions to predominately high risk and serve as a Lead Officer. Develops quality working relationships and is a change agent when working with clients. Performs related advanced level work as required. Facilitates education and cognitive behavioral groups as the lead facilitator. Serves as an expert or a trainer/trainer of trainers in a needed area. Assists with and performs continuous quality improvement activities.

## DISTINGUISHING FEATURES OF THE CLASS:

The Probation/Parole Officer III position is used to perform a variety of advanced and highly skilled duties on a full-time basis. The officer predominately supervises cases that have been assessed as being high risk for violence, victimization and overall recidivism and also may have a specific problem/treatment need requiring substantial 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 offenses, chronic substance abusers, youthful clients or others who are also high risk and require regular and routine work in the field with community resources, families, law enforcement and other collateral contacts.

This position requires the officer be highly proficient in risk assessments, case management, and supervision strategies to include applying social learning principles and cognitive-behavioral strategies, building upon or developing protective factors, developing effective quality professional working relationships, developing intensive and effective case management plans as well as the ability to support and implement quality improvement efforts.

This classification includes lead officers, who in addition to performing professional casework with high risk clients, assist with supervisory duties, continuous quality improvement, grant writing, or other program oversight duties, and training/coaching/mentoring other staff on an ongoing basis. May include additional training, certification or licensure.

The work environment of a Probation/Parole Officer III may vary, requiring flexibility in carrying out specific job requirements; including but not limited to work location and work hours. Clients who are high risk require increased supervision and interventions along with swift and urgent responses to violations and other critical incidents. Caseloads are usually smaller and more intensive and the officer devotes a greater amount of time and attention to building quality professional relationships with clients using a balanced approach between treatment and accountability.

**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**

Works as part of a multi-disciplinary team, may function as team lead. Participates as an active member of team to improve client outcomes and district goals. Builds collaborative relationships with interested parties dealing with the criminal justice matters (courts, law enforcement) and other community partners, resources and service providers.

Continuously interacts with clients on a predominately high risk 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 staffings and outside agencies in compliance with established deadlines and report requirements. Such reports may include presentence, probation/parole violation reports or reports for modification of supervision. These reports are done in adherence with Iowa Code, Administrative Code and Department Policy.

Reviews/audits other's work checking for accuracy, appropriateness, and adherence to policies and evidence-based practices.

Conducts and utilizes assessments that identify risk, needs, and responsivity for the purpose of developing effective and intensive 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. Ensures continuity of reentry in varied and complex situations by having intensive and responsive supports in place that adequately meet the intensity of clients' needs returning from prison, jail or residential. Works collaboratively with prison staff to ensure a 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 policy 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. Provides training of trainers in programs and provides continuous quality improvement to other departmental staff.

Role models professional and collaborative strategies with clients for other staff and demonstrates constructive working relationships with clients, other work units, community organizations, and others to meet the client's goals.

Develops working relationship with client. Provides effective and consistent support for prosocial behaviors and changes and sees client as partner in change process. Collaborates regularly with collateral contacts and resources and responds immediately to any concerns. Swiftly addresses and attempts to mitigate crisis incidents in family, job or domestic situations.

Functions as a lead worker to provide mentoring, training, support and assistance to other staff on difficult cases and issues. Attends and leads training classes and seminars; provides Training of Trainers in programs and provides continuous quality improvement to PPOIs and PPOIs and other staff as designated.

Responds swiftly and urgently to significant situations and events that may happen outside of traditional work hours.

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 and PO II job description as well as these more advanced knowledge, skills and abilities listed below:

- Advanced knowledge of effective and evidence-based case management skills, supervision strategies, motivational interviewing principles, cognitive behavioral strategies, social learning principles, risk/needs/responsivity principles, core correctional practices, protective factors, and techniques as they relate to the specific caseload program area and demonstrates a deep understanding and a high level of proficiency in their everyday practice.
- Advanced 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, including laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules.
- Advanced relational skills in building trust with high risk clients. Ability to interact with clients in a collaborative, respectful, and positive way that empowers them to make positive changes and meet goals.
- Advanced knowledge of theories including cognitive behavior and social learning theories and can apply in diverse complex situations.
- Advanced knowledge of and skills in risk, need, and responsivity, core correctional practices, and other evidence-based supervision strategies and can translate and apply them in complex, diverse situations and can serve as an expert and support source for other staff in the above areas.
- Advanced knowledge of diverse and specialized populations (eg. high risk, sex offenders, and mental health, domestic) who are high risk and have intense and often complex needs and ability to apply that knowledge to supervision strategies and practices with high risk clients.
- Advanced knowledge of effective responses to non-compliant and/or anti-social behavior and incentives to reinforce pro-social alternatives. Demonstrates a high proficiency in utilizing graduated sanctions and incentive/reward in an evidence based manner.
- Knowledge and skills in the use of force continuum and awareness of Iowa Code as it pertains to use of force in a wide range of situations.
- 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 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 communicate and role model utilizing core correctional practices in varied and complex situations during every interaction with client to: build rapport, reinforcement of good behavior, role model, roll with resistance, utilize effective use of authority, and provide feedback and guidance.
- Ability to formulate a thorough, comprehensive case plan with appropriate sequencing in complex cases based off assessments and other collateral information.
- Ability to create learning opportunities when coaching other staff. Ability to lead others in the translation and application of risk, need, responsivity, and core correctional practices.
- Ability to analyze, and apply research findings into everyday practice.

- Ability to match treatment modalities with offender needs in varied and complex situations.
- Ability to identify and draw on a client's strengths/protective factors, and assist client in utilizing those strengths in complex and challenging situations.
- Ability to perform public relations work by educating community resources on correction program goals, strategies, requirements, and services.
- Knowledge, skills and abilities to understand continuous quality improvement, and effectively implement quality improvement strategies and practices and reports results in a professional, timely manner providing effective feedback and mentoring.
- Ability to problem solve in challenging situations. Can break down problems into components and recognizes interrelationships; makes sound, well-informed and objective decisions. Compares data, information, and input from a variety of sources to draw conclusions; takes actions that is consistent with available facts, constraints, and probable consequences.
- Ability to mentor and lead PPOI & II's and other designated staff on how to exhibit and perform different skills and strategies.
- 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
- Graduation from an accredited two-year or a minimum of 60 credit hours at an accredited college or university and three years human services/criminal justice experience; or
- Two years satisfactory experience as Probation/Parole Officer II in a district or a similar position in another jurisdiction or agency.

## **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.
- For certain specialized positions, as determined by the employer, one or more of the following may be required:
  - Possess IRR/IVVI and DRAOR user certification
  - Possess IRR/IVVI and DRAOR trainer certification or have the ability to obtain and maintain said certification within first year of employment at the discretion of the Director or designee.
  - Possess training certification in cognitive behavioral programming
  - Ability to obtain a weapons permit and to carry a weapon on duty;

- Possess law enforcement officer certification or ability to satisfactorily complete training at the Iowa Law Enforcement Academy or a similar training institution in a reasonable timeframe as approved by the Director or designee.
- Possess any other Trainer/Trainer of Trainer certification in specialized or designated program area as required by employer.

## SELECTIVE REQUIREMENTS

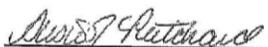
## ESSENTIAL FUNCTIONS

- 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 and high risk 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 predominantly high risk clients
- Coaches, trains, mentors and leads other staff
- Reviews/audits other's work to assist in providing continuous quality improvement with a focus on detail and quality.
- 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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