

## IOWA DISTRICT DEPARTMENTS OF CORRECTIONAL SERVICES

**RESIDENTIAL OFFICER****GENERAL STATEMENT OF DUTIES:**

Under general supervision, performs paraprofessional tasks in the rehabilitation, control, and security of clients in a community correction facility. Performs related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:**

The work involves responsibility for enforcing the in-house rules of a community correction facility. The work is performed under the immediate supervision of a Residential Supervisor or Manager. Assistance may also be provided by a Lead Worker.

**EXAMPLES OF WORK:** (illustrative only)

Effectively communicates with offenders, giving clear and complete instructions. Gives explanations of policies and procedures and outlines expectations in a detailed and understandable manner.

Regularly observes offender behavior and communicates observations and perceptions, verbally and/or in writing, with co-workers and supervisors to enhance an effective team approach.

Regularly determines and documents the whereabouts of each offender. This includes doing head counts within the facility and telephone or site checks outside the facility.

Consistently enforces procedures and monitors offender behavior to ensure compliance with the rules of supervision. Confronts offenders for rule violations or inappropriate behavior in an assertive, constructive and fair manner.

Participates in the disciplinary process and ensures that due process rights are afforded to offenders at all times. Regularly makes judgments as to whether rules have been violated and when necessary, prepares accurate written disciplinary reports. May be assigned to further investigate reports after they are written. Serves on a hearing committee for the purpose of determining if a violation actually occurred and if so, decides appropriate sanctions for the behavior.

Conducts urinalysis and breathalyzer tests on the offender population according to departmental policy. This includes scheduled testing as well as making assessments concerning the need to conduct a test.

Performs searches of offenders (clothed and unclothed), their quarters and property. Also searches other areas within the facility and may be required to search facility visitors. Identifies and confiscates contraband and follows departmental policies on contraband disposition and chain of evidence.

Recognizes and responds to potentially dangerous acting out utilizing good verbal de-escalation skills and, if warranted, uses the least amount of force necessary to gain control of the situation.

Approaches situations with the safety of all involved as the primary objective. Seeks assistance of local law enforcement when volatile situations arise.

May conduct individual counseling with offenders to address problem areas and may facilitate or co-facilitate offender groups.

Conducts routine inspections of the facility. Identifies needed repairs to the building, fixtures, equipment or furniture. Examines the overall cleanliness of the facility and supervises offender cleaning details to ensure that high standards of cleanliness are maintained.

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EXAMPLES OF WORK: (Continued)

Monitors the offender's use of prescription and over the counter medications. Stores medications in a secure location and makes them available to offenders when needed. Ensures that medication is taken in the correct dosage and only by the person for whom it is intended.

Conducts operational checks on alarm/security equipment and immediately reports any problems to the supervisor.

Regularly uses general office equipment to include computers, fax machines, copy machines, and the telephone.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to accurately and succinctly write descriptions of human behavior in English using proper grammar, correct spelling and sentence structure.

Ability to read, understand, and apply Departmental policies to a variety of situations.

Ability to use effective interpersonal skills in dealing with offenders, co-workers and the public.

Ability to relate effectively and with sensitivity to people of a different gender, culture or ethnic group.

Ability to assert one's self in dealing with others while retaining composure under pressure and remaining objective.

Ability to solve problems exercising good judgment in a variety of situations.

Ability to negotiate with and elicit acceptable behavior from offenders while assisting them consistent with policy.

REQUIRED EXPERIENCE AND TRAINING:

Two years of college courses; or

Any equivalent combination of college education and human services or criminal justice experience which provides the required knowledge, skills, and abilities to equal the two year minimum; or

Graduation from high school or a GED and two years of human services or criminal justice experience.

SPECIAL REQUIREMENTS:

Must satisfactorily complete required pre-employment testing and a background investigation, including criminal history data.

Barring reasonable accommodation under the American with Disabilities Act, employees must possess or have the ability to obtain a valid driver's license, and the ability to be insured under the district's auto insurance coverage.

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

May be required to be certified in First Aid and CPR.

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ESSENTIAL FUNCTIONS:

Must have sufficient sight, hearing and communication capabilities to observe and report the actions of offenders, both verbally and in writing.

Ability to communicate with the offender population, criminal justice and related agency staff and other involved parties in individual and group settings.

Ability to comprehend critical information and make decisions within established policy guidelines, time frames and legal parameters.

Ability to respond to a situation where one's life or safety, or the life or safety of another person is in jeopardy consistent with existing policy and training.

Ability to perform offender/visitor and facility searches in order to maintain the security of the facility.

Ability to travel to various locations to satisfy job requirements such as furlough and employment checks, transporting offenders, participating in training, etc.

Ability to utilize available technology in the performance of job duties.

*Adopted March 1, 1987  
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