

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Unit Case Manager**

**Class Code: 60365**

**Pay Grade: GI**

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### **A. Purpose:**

Responsible for case management activities within an inmate housing unit by determining and assisting inmates with special programming needs, participating in unit operations and acting as second-in-command of the unit to provide supervision and direction of inmates.

### **B. Distinguishing Feature:**

Unit Case Manager acts as the unit second-in-command and focuses on unit programming relative to the needs of the inmates assigned to the unit and assists in unit operations.

Corrections Unit Manager is responsible for the supervision of an inmate housing unit and the security of that unit with authority for unit classification, programming and disciplinary actions for inmates.

Correctional Counselor manages a caseload of inmates which includes assisting inmates in coping with the day-to-day operational concerns of living in a correctional institution.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)*

1. Develops needs assessment for inmates assigned to the housing unit by interviewing inmates and assessing program needs to be used for inmate classification within the unit and to meet those special needs of the inmate while located within the unit.
  - a. Develops Individual Program Directives (IPD) for each inmate.
  - b. Generates progress reviews to monitor and direct compliance with their IPD.
  - c. Seeks information from a variety of sources to support unit programming.
  - d. Completes classification, reclassification and security documents as required.
  - e. Directs the unit in the absence of the unit manager.
2. Provides counseling to convicted felons in such areas as family counseling, crisis intervention and program planning to enable clients to understand their needs and to deal with their problems.
  - a. Deals with inmates on special or difficult problems.
  - b. Prepares progress reports for the parole board and the courts.
  - c. Schedules inmates for programs required in their IPD.
3. Serves as liaison to other agencies and community volunteers to obtain additional service for inmates assigned to the unit.
  - a. Prepares routine correspondence for outside agencies and notices or memos for the housing unit.
  - b. Enlists the aid of community volunteers to deliver programs to the inmates.
4. Supervises and accounts for inmate location, movement and activities and enforces the institution's and housing unit operations memoranda and procedures to maintain security, order, and discipline within the unit.
  - a. Conducts room inspections, counts, personal searches and provides escorts for inmates.
  - b. Assists the unit correctional officers with custody duties as needed.

- c. Authenticates and revises inmates Individual Financial Responsibility (IFR) documents when necessary.
  - d. Maintains a record of individuals eligible to visit an inmate.
5. Monitors and controls the movement of inmates and visitors throughout the housing unit by verifying identities and determine if access is authorized and coordinates inmate activities within the housing unit with activities in other institution areas to maintain unit operations.
6. Performs other work as assigned.

**D. Reporting Relationships:**

Incumbent does not supervise. The incumbent provides work direction to the unit correctional counselor and correctional officers in the performance of their duties or in dealing with particular inmates and inmate groups.

**E. Challenges and Problems:**

Challenged to coordinate inmate activities within and outside the unit. This is difficult because of the variety of programs that the inmates are eligible for and participating in and maintaining security of those inmates.

Problems include identifying inmate deficiencies and determining programs to meet their needs; persuading and motivating inmates; and in determining fact from fiction when dealing with inmates.

**F. Decision-making Authority:**

Decisions include recommending the programming needs of inmates within the unit; if there has been an infraction of rules, either major or minor, by inmate or staff; and the course of action to take when dealing with the special or difficult problems of inmates.

Decisions referred to a superior include the transfer of inmates to other facilities or units; policies and procedures of the unit; programming to be offered at the facility; programming and classification of inmates assigned to the unit; and the performance standards for the staff of the unit. Work is generated for the position by its supervisor, the needs of the unit's inmates and by unit operations.

**G. Contact with Others:**

Daily contact with the Associate Wardens, Deputy Warden, and Unit Manager to give and receive information; weekly contact with staff employees regarding direction and coordination of inmates and their financial responsibilities, and with community volunteers to enlist their aid in providing programs to inmates.

**H. Working Conditions:**

Incumbent is located within a correctional facility and is exposed to individuals who are convicted felons for a variety of crimes against either property or people.

**I. Knowledge, Skills and Abilities:**

Knowledge of:

- Department of Correction's Inmate Living Guide;
- Department of Correction's policies and the institution's operations memoranda and procedures;
- modern concepts, principles, and practices related to the rehabilitation of criminal offenders;
- counseling techniques.

Ability to:

- organize and direct the work of others;
- communicate information clearly and concisely;
- conduct counseling sessions;
- maintain order and discipline among inmates;
- remain calm during stressful situations and react to emergencies quickly.