

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Parole Agent Supervisor

Class Code: 50215

Pay Grade: GK

A. Purpose:

Supervises Parole Agents and support staff executing adult correctional programs for the reform of persons under community supervision and the protection of society while ensuring compliance with state law, department policy and procedure, Parole Board and Parole Services Office operations memoranda, guidelines, and conditions; and managing a caseload of convicted felons on community supervision, developing placement resources, and conducting special investigations.

B. Distinguishing Feature:

The Parole Agent Supervisor supervises and trains parole agents and presides over probable cause hearings while maintaining a caseload of adults under community supervision from the state correctional facilities of South Dakota and other states.

The Parole Agent maintains a caseload of adult persons under community supervision from the state correctional facilities of South Dakota and other states.

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. Provides the Parole Director with operational support by directing the Parole Agents in an assigned geographical area to ensure continuity of operations.
 - a. Advises the director on the formulation, direction, evaluation, and changes to programs, operations memoranda, guidelines, rules, and statutes.
 - b. Recommends staffing, the allocation of resources, budget input, and expenditures.
 - c. Interprets Department of Corrections Policy and Procedures, Parole Board and Parole Services Office operations memoranda, guidelines, and decisions to respond to complaints and concerns of the community and other agencies.
 - i. Answers questions from other agencies, correctional staff, and the public concerning community supervision activities and procedures.
 - ii. Develops community resources to meet parolees' and persons' under community supervision needs.
 - iii. Maintains cooperative working relationships with the judiciary, law enforcement, and correctional-related agencies and personnel.
2. Directs staff to ensure solutions are found and efficient use of resources is maximized.
 - a. Assigns case loads and territories to parole agents.
 - b. Interprets Department of Corrections Policy and Procedures and Parole Board and Parole Services Office operations memoranda and guidelines.
 - c. Guides staff in difficult case management situations.
 - d. Develops and oversees conduct of new program training sessions and makes changes to or clarifies content of existing programs.
3. Evaluates staff operations to ensure staff is performing effectively and consistently.
 - a. Observes case management techniques and recommends improvements.
 - b. Reviews and approves staff reports and records.

- c. Conducts on-site reviews of program operations.
 - d. Assesses parole agents' judgement in making decisions.
 - e. Develops and initiates corrective actions.
 - f. Reviews grievances, investigates complaints, and implements solutions.
 - g. Prepares and provides reports documenting operations.
 - i. Reflects field activities and accomplishments by collecting, analyzing and disseminating data on program and staff effectiveness.
 - ii. Provides the Parole Director and the Parole Board with the necessary data for documentation.
4. Oversees persons under community supervision in accordance with Department of Corrections Policy and Procedure and Parole Services case management operations memoranda and guidelines to assess if they are maintaining satisfactory behavior and are meeting all conditions of their community supervision.
 - a. Provides individual counseling to present persons under community supervision with the necessary information to ward off potential problems.
 - b. Establishes and maintains a structured environment for persons under community supervision.
 - c. Initiates action against persons under community supervision violating their community supervision conditions.
 - d. Documents incidents and contacts and provides information to appropriate authorities.
 - e. Works with community organizations on programs designed to reform and redirect the person under community supervision.
 5. Conducts and presides over probable cause hearings to determine if conditions of supervision have been violated and if the person under community supervision should be returned to the institution of jurisdiction.
 - a. Ensures the person under community supervision receives a fair and impartial hearing.
 - b. Hears testimony, asks questions, allows cross-examination and the presentation of arguments.
 - c. Evaluates the facts, decides if revocation of parole is justified.
 - d. Prepares a written report summarizing the hearing findings.
 6. Supervises subordinate staff to ensure that the objectives of the work unit are met.
 - a. Interviews and selects staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Addresses staff problems and recommends disciplinary action.
 - e. Conducts performance reviews and completes performance documents.
 7. Performs other work as assigned.

D. Reporting Relationships:

Reports to the Parole Director. Subordinates include Parole Agents (N14) and Secretaries (N09) who supervise and deliver services directly to an assigned caseload of persons under community supervision.

E. Challenges and Problems:

Challenges include developing solutions for difficult case situations when resources have been exhausted and persons under community supervision are resistant to treatment, and resolving

conflicts and misunderstandings between staff or with other agencies. These situations are challenging because of the travel distances involved and the number of persons and agencies involved. Also challenged to supervise area wide operations and maintain a caseload of persons under community supervision.

Problems include ensuring that subordinates make quick and accurate decisions which comply with Department of Corrections Policy and Procedure, Parole Board and Parole Services operations memoranda and guidelines, and adhere to legal requirements; maintaining effective working relationships when hearing or supervisory decisions disagree with staff members' opinions; and developing solutions for difficult case situations when resources have been exhausted and persons under community supervision are not amenable to treatment.

F. Decision-making Authority:

Decisions include recommendations on Department of Corrections Policy and Procedure, Parole Board and Parole Services operations memoranda and guideline changes, staffing, and budget input; providing subordinates with interpretation and clarification of operations memoranda and guidelines; hiring, training, assignments, and performance reviews for staff; the type and frequency of staff development and training; approving or disapproving subordinate case management decisions; when to conduct probable cause hearings and whether to revoke a persons' supervision; which community resources are to be utilized; final decision to approve or deny community supervision or interstate compact supervision; and what issues or concerns should be brought to the attention of the director.

Decisions referred include final approval on hiring or termination and severe disciplinary actions; final approval of budgetary expenditures; final approval of operations memoranda and guidelines, administrative rules, and statute change proposals; and the final decision on revoking paroles.

G. Contact with Others:

Daily contact with persons under community supervision, their families, friends, and employers; with agents and the director on case management, supervision, discipline, and guidance; with law enforcement and the judicial system personnel to coordinate activities, exchange information, and to provide representation; and as needed with other state, city, and local agencies to exchange information.

H. Working Conditions:

Typical office environment. Travel throughout an assigned territory may be involved. The Parole Agent Supervisor works with persons under community supervision who may be dangerous and often apprehends, arrests, and transports persons under community supervision. Supervisors carry a firearm and other safety equipment for protection. Supervisors are subject to threats of violence.

I. Knowledge, Skills and Abilities:

Knowledge of:

- principles, methods and procedures to facilitate an acceptable reintegration and/or continued adjustment of persons under community supervision within their environment;
- the attitude, problems and behavior of persons under community supervision;

- laws, rules, policies, procedures, operations memoranda, and guidelines applicable to community supervision;
- legal terminology and procedures;
- legal restrictions for obtaining recording and disseminating information about persons under community supervision;
- Interstate Compact Standards;
- available community resource agencies;
- information sources concerning persons' under community supervision backgrounds;
- counseling techniques;
- chemical agents, restraints and basic firearm safety and employment techniques;
- effective methods of supervision.

Ability to:

- document logically, accurately, and concisely all pertinent information and decisions;
- communicate information clearly and concisely;
- supervise;
- interact with persons under community supervision, and with others in order to establish and maintain effective professional working relationships with them;
- train others in a variety of duties;
- apply criminal code, court procedures and other criminal justice components and their functions;
- maintain composure under stressful conditions;
- assess program needs and assist the Parole Director in programming, budgeting, training, and public related problems;
- successfully complete the Department of Corrections and Parole Services firearms safety and qualification course;
- obtain and retain a South Dakota concealed weapons permit;
- maintain impartiality in dealing with parolees or persons under supervision.