

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Correctional Unit Coordinator

Class Code: 50252
Pay Grade: GH

A. Purpose:

Maintains daily contact with convicted felons to assist them with their day-to-day living in a prison or a trusty unit and to organize their activities while providing motivation and guidance; facilitates scheduling and program options in order that they may receive opportunities to learn how to change their criminal behavior.

B. Distinguishing Feature:

The Correctional Unit Coordinator maintains an assigned caseload of convicted felons and serves as primary daily point of contact or link between inmates/trusties and institutional boards, staff, and programs assisting the felons to work out their problems. The incumbent serves as a member of the unit team.

The 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.

The 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.

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. Organizes the schedules, coordinates the activities, and manages events for a caseload of inmates/trusties to ensure the smooth operation of a housing unit.
 - a. Helps the Unit Case Manager develop Individual Program Directives.
 - b. Maintains complete and up-to-date unit records on each inmate/trusty.
 - c. Documents and communicates daily observations, information, and decisions.
 - d. Resolves inmate/trusty conflicts on cell/room assignments.
 - e. Ensures medical orders are being followed and that inmates/trusties are transferred to the appropriate facility prior to treatment.
 - f. Approves visits, phone use, commissary and property purchases and use of loaner equipment.
 - g. Responds as a First Responder on Code Red emergencies.
 - h. Issues directives to inmates/trusties to ensure compliance with operations memoranda.
 - i. Reviews inmate/trusty schedules and distributes program, work, and academic evaluation reports to appropriate staff and documents inmates/trusties program progress.
 - j. Keeps inmate/trusty financial accounts straight by direct intervention.
 - k. Conducts fire, safety, and cleanliness inspections of the living areas.
 - l. Reprioritizes work and case load to complete critical tasks.
 - m. Assists inmates/trusties with adjustment of program directive schedules and parole and transition plans.
 - n. Obtains inmate/trusty UA and DNA samples.
 - o. Reviews and researches responses to inmate/trusty Kites.
 - p. Ensures inmates/trusties are receiving all required programming.

- q. Ensures that all reports are completed on time and free of errors.
 - r. Assembles lists of inmates/trusties for attorney trips and funeral furloughs.
 - s. Serves as liaison and coordinates services for inmates/trusties among federal, state, local and private agencies.
 - t. Updates unit policy books.
 - u. Keeps track of loaner and unit equipment.
 - v. Orders unit supplies.
2. Assists inmates and trusties with individual and family problems, Individual Program Directives, scheduling, transition plans, parole plans, and institutional adjustment to help them to understand and change their behavior.
 - a. Contacts inmates/trusties daily to respond to their institutional questions.
 - b. Holds open door sessions for inmates/trusties.
 - c. Deals daily with inmates, trusties, and their family members about programs, policies, and operations memoranda pertaining to institution programs and processes.
 - d. Responds to inmate/trusty Kites and face-to-face questions during rounds.
 - i. Assists them in obtaining assistance from internal services.
 - ii. Assists them mail craft products.
 - iii. Delivers mail daily and verifies/sends legal mail.
 - iv. Notarizes documents.
 - v. Communicates family emergencies to them and acts as a link between them and their family members during emergencies.
 - vi. Assists them complete various forms/applications.
 - vii. Offers common sense solutions during conversations.
 - e. Recognizes potential for problems and defuses situations.
 - f. Conducts crisis intervention.
 3. Coordinates and manages unit inmate/trusty programs to ensure compliance with department policies and institutional operations memoranda.
 - a. Oversees the inmates'/trusties' banking account money transfers process.
 - b. Manages the unit inmate/trusty visitor, cultural activities, and work and work release programs.
 - c. Directs the work of unit inmate/trusty custodians, barbers, and librarians.
 - d. Manages the Parents and Children Together Program.
 - e. Manages the Mother Infant Program.
 4. Provides work direction to Correctional Officers on the unit and performs security operations to ensure staff and inmate/trusty safety and unit security.
 - a. Assists Correctional Officers with or performs security and transport duties in their place.
 - i. Performs shakedowns, pat downs, personal and strip searches.
 - ii. Conducts stakeouts.
 - iii. Performs medical, disciplinary, and emergency transports.
 - iv. Leads or assists with cell inspections/walkthroughs and forced entries.
 - v. Inspects inmate/trusty mail and property.
 - vi. Conducts counts and records results.
 - b. Enforces operations memoranda and post guidelines.
 - c. Informs Correctional Officers of policy, operations memoranda, rules, and guidelines changes and unit current affairs as well as inmate/trusty medical issues.
 - d. Schedules unit staff and adjusts the schedule in the absence of the Corrections Unit Manager and Unit Case Manager.

- e. Documents unit security activities.
5. Conducts unit orientation and inmate/trusty interviews and completes documentation used to determine cell/room assignment, classification, program eligibility, and the priority for scheduling follow-on meetings with inmates/trusties.
 - a. Explains department policies; institutional operations memoranda, and unit procedures to inmates/trusties.
 - i. Explains bank account and bank account errors, phone transfer, funds for families, indigent commissary, and property purchase rules.
 - ii. Explains the visitation process, the Administrative Remedy procedures, the work release program, rules for handling problems with cell mates, phone accounts and transfers, and the open door policy.
 - b. Determines cell/room assignments for inmates/trusties.
 - c. Relates to and establishes initial working rapport with inmates/trusties.
 - d. Discusses with inmates/trusties their initial adaptation to incarceration.
 - e. Determines program eligibility and decides what priority each inmate will receive for scheduling.
 - f. Documents orientation activities and updates inmate/trusty records.
 6. Serves as a member of the unit classification, parole, and furlough boards providing input on classifications, housing and program assignments, work assignments, and program goals to ensure inmates'/trusties' needs are met.
 - a. Attends classification hearings and assists inmates/trusties with their Community Transitional Program planning.
 - b. Completes classification, reclassification and other security documents.
 - c. Audits classification documents for sentence calculations and reviews inmate/trusty records for data correctness.
 - d. Finds program slots to meet inmate/trusty needs prior to their release.
 - e. Revises and enters new inmate schedules into the database.
 - f. Forwards to staff transfer orders and tracking statuses.
 - g. Analyzes emergency situations, completes documentation, and makes furlough recommendations.
 7. Serves as the unit disciplinary board or represents inmates/trusties convicted of major rule infractions at disciplinary hearings to provide for the security of the unit, the safety of the staff and inmates, and the rehabilitation of the inmates/trusties.
 - a. Serves as or compiles information for the Unit Administrative Remedy Coordinator.
 - b. Distributes informal resolutions to inmates/trusties.
 - c. Investigates and interviews inmate/trusty witnesses.
 - d. Serves as an inmate/trusty advocate.
 - e. Conducts Unit Court for minor disciplinary infractions.
 8. Officer in Charge (OIC) on weekends, evenings, and holidays to ensure 24/7 coverage of unit operations.
 - a. Performs Officer in Charge duties on dates and times assigned.
 - b. Oversees Community Transition Program trusties.
 - c. Investigates major rule infractions for placement of trusties in administrative detention.
 - d. Implements transportation orders.
 - e. Coordinates placement of trusties in disciplinary segregation.
 - f. Ensures readiness of a deployment crew for call up and deployment.
 - g. Handles staff issues, problems, and scheduling.

- h. Determines protective custody needed during a deployment.
- 9. Performs the delegated Unit Case Manager and Corrections Unit Manager duties in their absence.
- 10. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Corrections Unit Manager. Does not supervise, but directs and/or assigns work to the security staff assigned to the unit.

E. Challenges and Problems:

Challenged to maintain a large caseload of convicted felons, who often lack the motivation and ability to change their behavior, to prepare them to function within the expectations of society. Equally challenging is preventing breakdowns in communication of information about an inmate/trusty; his or her programming and scheduling; his or her visitors, ability to spend money from their account, and their eligibility for special programs. This is challenging because of the ever changing classification, work or program status of inmates and trusties.

Problems include dealing with inmates/trusties from a variety of backgrounds; serving as an inmate advocate while maintaining working relationships with custody and security staff; separating facts from fiction when dealing with inmates/trusties; and resolving grievances and complaints through the Administrative Remedy Process.

F. Decision-making Authority:

Decisions include how to structure interface with inmates and trusties to ensure their needs are being met and their questions are being answered; what signs indicate potential for conflict on the housing unit; what actions to take when dealing with inmates and trusties to prevent or defuse conflict; determining what priority and amount of time each inmate/trusty will receive for direct attention; assigning inmates/trusties jobs and terminating those jobs; determining fairness in decisions made about infraction violations and sanctions applied; prioritization of work requirements; content of responses to inmate/trusty Kites; changes to the tasks given Correctional Officers on the unit; determining final custody status of inmates/trusties; what constitutes suitability of an organization to receive inmates on work release; which inmate is unsuitable to be a baby sitter; interpretation of policies and operations memoranda for Correctional Officers; and approving visits, phone calls, commissary and property purchases, phone transfers by inmates or trusties and approval of their transferring funds.

Decisions referred are final changes in inmates'/trusties' security status, suicidal or mental health issues, case load assignments, furlough plans that do not meet established guidelines, policy approval and resolution of complaints when informal methods are not effective, final decision on inmate eligibility for special programs, major write ups, staff misconduct, and final changes to the unit plan.

G. Contact with Others:

Daily contact with convicted felons to discuss problems, answer questions, organize schedules, and provide direction; with Correctional Officers to provide direction on security issues and questions; weekly contact with local, private, state and federal agencies to give or receive

information; and occasional contact with inmates'/trusties' families to answer questions or concerns they may have regarding that particular inmate/trusty.

H. Working Conditions:

The Correctional Unit Coordinator is located within a correctional facility housing unit and is exposed to felons convicted of a variety of crimes against either property or people and is subject to verbal abuse and violence.

I. Knowledge, Skills and Abilities:

Knowledge of:

- basic human physical and psychological needs;
- basic social skills;
- concepts, principles, and practices related to the rehabilitation of criminal offenders;
- attitude, problems, and behavior of incarcerated individuals;
- programs available for rehabilitation of prison inmates;
- general sociological and psychological factors effecting human behavior.

Ability to:

- communicate and document logically, accurately, and concisely all pertinent information and decisions;
- make proper responses to safety and security problems;
- review and summarize social, psychological, and inmates'/trusties' personal background reports;
- relate to and establish rapport with inmates/trusties and to assist them in their initial adaptation to prison life;
- plan, organize, schedule, and direct the work of others;
- apply department policies and institution operations memoranda and procedures for the assigned program;
- maintain composure under stressful conditions or tense situations and de-escalate the situation(s).