

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

<u>CLASSIFICATION SERIES:</u> Correctional Grievance Officer
<u>MAJOR AGENCIES:</u> Rehabilitation & Correction only

<u>SERIES NO.:</u> 6317
<u>EFFECTIVE DATE</u>

SERIES PURPOSE:

The purpose of the correctional grievance officer occupation is to process, investigate & respond to inmate grievances.

At the lower level, incumbents handle inmate grievances at assigned institution.

At the higher level, incumbents direct, coordinate & monitor grievance process in assigned institution for compliance with federal, state & departmental regulations & coordinate institution management audits & follow-up when institution is audited by central office management.

CLASS TITLE:
Correctional Grievance Officer 1

CLASS NUMBER:
63171

EFFECTIVE DATE:
01/23/1994

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of federal, state & departmental rules & regulations governing inmate rights & investigative methods & techniques in order to process & investigate inmate grievances & submit findings for assigned institution.

CLASS TITLE:
Correctional Grievance Officer 2

CLASS NUMBER:
63172

EFFECTIVE DATE:
01/23/1994

CLASS CONCEPT:

The advanced level class works under general direction & requires considerable knowledge of federal, state & departmental rules & regulations governing inmate rights & investigative methods & techniques in order to direct, coordinate & monitor inmate grievance process for assigned institution.

CLASS TITLE Correctional Grievance Officer 1	CLASS NUMBER: 63171	BARGAINING UNIT: EX
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EFFECTIVE DATE:

01/23/1994

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

In assigned institution, processes & investigates inmate grievances (e.g., receives initial complaint, sends grievance form to inmate, receives completed form, date stamps, logs & assigns identification number to form & prepares file folder), submits findings to supervisor & refers grievances to central office when not resolved at institution level.

Assists supervisor in directing inmate grievance procedure & coordinating audit process (i.e., whereby institution is audited by central office management) & in developing & administering policies & procedures related to institution services & security; acts in absence of immediate supervisor (e.g., represents warden at meetings & conferences; recommends hire, transfer, promotion & discipline of clerical personnel); conducts investigation of employee misconduct; conducts internal audits to ensure compliance in all areas.

Trains institutional staff on inmate grievance procedure; prepares legal documents & conducts research related to inmate lawsuits; assists in responding to inquiries & complaints from general public & outside agencies concerning inmates or employees; attends numerous meetings & training sessions.

MAJOR WORKER CHARACTERISTICS:

Knowledge of federal, state & institution rules & regulations & American Correctional Association standards governing inmate rights; investigative methods & techniques; behavioral or social sciences; management audit standards*. Ability to define problems, collect data, establish facts & draw valid conclusions; prepare accurate, meaningful & concise reports; handle sensitive inmate contacts.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

2 yrs. trg. or 2 yrs. exp. in adult rehabilitation & correction system which provided knowledge of departmental, state &/or federal laws, rules & procedures & American Correctional Association standards affecting detention of inmates & inmate rights; 1 course or 3 mos. exp. in investigative methods & techniques; 1 course or 3 mos. exp. in behavioral or social sciences.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Exposed to inmate conflicts.

CLASS TITLE Correctional Grievance Officer 2	CLASS NUMBER: 63172	BARGAINING UNIT: EX
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EFFECTIVE DATE

01/23/1994

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Directs, coordinates & monitors inmate grievance process for assigned institution, advises warden & chief inspector of any possible violations of laws, rules & institutional procedures to ensure compliance, independently corrects violations, identifies problem areas in services (e.g., food, medical) & recommends improvements to warden & develops & revises procedures for inmate grievance process.

Coordinates institution management audits & follow-up when institution is audited by central office management for compliance.

Conducts internal audits to ensure compliance of all service areas (e.g., food, medical, mail) & ensures any violations found during internal audit are corrected; investigates inmate grievances & resolves complaints.

Develops training programs & conducts training sessions on inmate grievance & management audit processes; advises institutional personnel in writing or through training sessions of changes in laws, rules & procedures concerning inmate rights.

Maintains close working relationship with chief inspector's office & other institution grievance officers; attends numerous meetings & training sessions; researches & responds to inquiries & complaints from general public & outside agencies regarding inmates or employees; researches & compiles data related to inmate lawsuits; chairs or serves on inmate committees.

MAJOR WORKER CHARACTERISTICS:

Knowledge of federal, state & agency rules & regulations & American Correctional Association standards governing inmate rights; investigative methods & techniques; behavioral or social sciences; management audit standards*. Ability to define problems, collect data, establish facts & draw valid conclusions; prepare accurate, meaningful & concise reports; handle sensitive inmate contacts.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

3 yrs. trg. or 3 yrs. exp. in adult rehabilitation & correction system which provided knowledge of departmental, state &/or federal laws, rules & procedures & American Correctional Association standards affecting detention of inmates & inmate rights; 1 course or 3 mos. exp. in investigative methods & techniques; 1 course or 3 mos. exp. in behavioral or social sciences.

-Or 12 mos. exp. as Correctional Grievance Officer 1, 63171.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Exposed to inmate conflicts.