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.
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  

**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.