

INMATE GRIEVANCE HEARING EXAMINER

This is professional work performed independently, in the investigation and resolution of grievances filed by prison inmates against the Department of Correction. The grievances are channeled through the Inmate Grievance Commission after two levels of review within the Division of Prisons' grievance procedure have been exhausted. All grievances are screened; some require an investigative or informal administrative hearing. On infrequent occasions, a formal hearing may be conducted. For grievances which cannot be resolved on site, recommendations for courses of action are made to the supervisor, the Executive Director of the Inmate Grievance Commission.

I. DIFFICULTY OF WORK:

Variety and Scope - Assignments are specialized in the investigation, hearing and resolution of inmate grievances; however, the variety of issues encountered can be related to any aspect of inmate rights and prison life.

Intricacy - Employees must analyze the impact which any grievance may have, must structure the interviewing process so that relevant facts can be obtained and must provide documented evidence to support a recommendation.

Subject Matter Complexity - Hearings are conducted at an administrative level which does not require formal legal training. Analysis of the facts requires that one be familiar with the appropriate laws, rules, regulations and procedures related to the Department of Correction.

Guidelines - The primary guidelines used are the Division of Prisons Policies and Procedures Manual, the ACA Manual on Convicted Felons, the legal rights of the convicted and the monthly report issued by the North Carolina Attorney General's Office.

II. RESPONSIBILITY:

Nature of Instructions - Work assignments emanate from the Chief Hearing Examiner with specific instructions being given by the Executive Director. Investigations and informal hearings are conducted independently.

Nature of Review - The majority of grievances can be independently disposed of or resolved at the correctional unit and receive minimal reviews however, the Executive Director reviews all decisions and recommends the course of action on all grievances which must be formally considered by the Commission.

Scope of Decisions - Decisions have a direct effect upon the inmate, and the related correctional staff. In unusual cases the prison population or Department of Correction as a whole may be affected.

Consequence of Decisions - Decisions primarily impact upon the communication barriers that exist between the inmate population and the staff of the Division of Prisons. Occasionally, a decision may cause a change in the procedures followed at a given institution or in the Division of Prisons at large. Successful resolution of grievances also tends to reduce inmate tension and the number of lawsuits filed against the Department of Correction.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - work requires contact with prison officials, inmates, medical personnel, representatives from the Attorney General's office, judges, and administrators within the Department of Correction.

Nature and Purpose - The purpose is to gather pertinent information that will lead to an equitable decision and to provide a formal channel of communication that will act as a deterrent to costly court litigation.

IV. OTHER WORK DEMANDS:

Work Conditions - Employees travel to prison units all over the state; investigations and hearings are conducted on site.

Hazards - There is direct exposure to individuals convicted of crimes; however, security personnel are present. Other hazards are those normally associated with extensive driving.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of the laws, rules, regulations and procedures related to the incarceration of inmates; considerable knowledge of prison life and the sociological interaction of inmates and correctional staff. Ability to conduct fact finding hearings and interview process and its relationship to the hearings process. Ability to communicate effectively in oral and written form.

Minimum Education and Experience - Graduation from a four year college or university and two years of experience as a correctional case analyst, interviewer, or investigator; or an equivalent combination of education and experience.