

## CHIEF INMATE GRIEVANCE HEARING EXAMINER

This is a lead, coordinative role in the screening and scheduling of grievances filed by prison inmates against the Department of Correction. The employee is responsible for coordinating the work of the Inmate Grievance Hearing Examiner relating to grievance investigations, including assignment of grievance hearings, administration of travel and work policies, and preparation of material for the Inmate Grievance Commission meetings. The employee is also expected to conduct grievance hearings as required. All work is performed under the direction of the Executive Director.

### I. DIFFICULTY OF WORK:

Variety and Scope - Work assignments include a lead/coordinative role in the administration of inmate grievance hearings. The employee may also be expected to independently conduct hearings. Issues to be dealt with can be related to any aspect of inmate rights and prison life.

Intricacy - The employee must analyze each grievance, determining which merits priority, and monitor the resolution of sensitive or complex issues arising from grievances. The employee may also be directly assigned to conduct the more complex or sensitive grievance hearings.

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 - Employee meets with the Executive Director on a daily basis to ensure the smooth coordination of the work, and to discuss work priorities and complex or sensitive issues. Investigations and informal hearings are conducted independently.

Nature of Review - The day-to-day coordination of grievance hearings, and the conduct of grievance hearings is carried out with minimal review; 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 - Thorough 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, plus one additional year of experience as an inmate grievance hearing examiner; or an equivalent combination of education and experience.