

## CORRECTIONAL CASE MANAGER

Employees in this class carry a caseload of inmates, which involves supportive counseling, answering and following up on inmate questions and problems, and making recommendations to the classification committee. Employees also assist in major dynamic programs or coordinate major or specialized programs for the rehabilitation of inmates, often at a large facility or institution, such as inmate work assignments, work release, education, or recreation; as well as transition planning and coordinating.

### I. **DIFFICULTY OF WORK:**

Complexity – Employees conduct initial assessments of inmate needs and develop case plans for each inmate on the assigned caseload. The case plan is monitored for compliance and results and is revised as appropriate to meet inmate needs and achieve system objectives during the period of incarceration. Work also involves assessment of inmate behavior and development of counseling strategies to achieve desired inmate progress toward stated goals. Based upon evaluation of inmates' crimes, sentences, and behavioral factors in comparison to Division classification criteria, case managers make periodic recommendations to the classification committee for retention in current classification level or changes to a more or less secure and restrictive environment. Employees are also responsible for answering inmate questions about prison policies, giving information about classification and sentencing status, assisting inmates in writing letters, answering questions and conveying information to inmate families regarding inmate status, and providing supportive counseling in dealing with personal issues. Duties may also include organizing and directing the activities of various rehabilitation programs provided for inmates. Work may involve duties such as conducting work release and home leave investigations, coordinating community resources such as community colleges and technical schools to deliver specialized inmate programs, or planning and organizing structured recreational activities. Employees in this class also plan and coordinate transition (re-entry) prior to parole or release into the community.

Guidelines – Prison administration outlines policies and procedures for the operation of the majority of programs. Employees coordinate programs within these guidelines and refer unusual situations to supervisors.

### II. **RESPONSIBILITY:**

Accountability – Employees make recommendations to the inmate classification committees on an inmate's program involvement or custody level change. A higher authority has final technical approval over committee decisions; however, case manager recommendations are usually followed.

Consequence of Actions – Decisions to promote inmates to lower levels of security expose staff and the general public to greater risk of danger when errors in judgment are made. Assignments directly affect an inmate's progress in programs and may also affect inmate's family and the community.

Review – New activities or major changes in a program are reviewed and approved by a supervisor. Employees submit monthly progress reports to supervisors. Inmate classification recommendations are reviewed by classification committees and supervisor.

### III. INTERPERSONAL COMMUNICATIONS:

Subject Matter – Employees work with inmates whose problems, needs, and comprehension levels vary greatly. Work requires contacts with outside resources that may not be familiar with the programs within the prison system. Subjects involve inmate needs, case plans, prison policies and practices, family needs, community concerns, supportive counseling, custody/security implications of case plans and programs, and various rehabilitative programs.

Purpose – Employees explain the regulations of the prison system to inmates, families, and community. Work involves encouraging inmates to participate in programs that will enhance their ability to adjust to return to a free society and/or to potentially long sentences within the prison system. Work also involves enhancing cooperation of the community as a resource in carrying out the rehabilitative programs within the prison system.

### IV. WORK ENVIRONMENT:

Nature of Working Conditions – Employees work in all sections of a prison facility, which places them in constant contact with inmates, many times without custody support.

Nature and Potential of Personal Hazards Employees work in minimum, medium, close, maximum, or mixed custody prison facilities. Work may require serving in a custody role during certain activities due to lack of custody staff or during disturbances and escapes.

### V. RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities – Considerable knowledge of policies and procedures of Division of Prisons (DOP). General knowledge of techniques of supportive counseling and interviewing. Ability to gather and evaluate information concerning an individual's past experience, training attitude, social environment, and mental capabilities. General knowledge of correctional programs. General knowledge of services available to individuals from the community and other public and private programs. Ability to develop, implement, coordinate, and supervise a program within the framework of policies and procedures of DOP. Ability to make clear and concise reports, both written and oral.

Minimum Training and Experience – Completion of a two year associate degree program in Criminal Justice, Human Services, Recreation or a related field; or graduation from high school and two years of custody experience within the N. C. DOC or two years of human services experience; or an equivalent combination of training and experience.

Necessary Special Qualifications – Must be eligible for certification by the N. C. Criminal Justice Training and Standards Council.

Special Note – This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.