

CORRECTIONAL DIAGNOSTIC SERVICES PROGRAM MANAGER

Employee in this class coordinates the diagnostic services program within the Division of Prisons (DOP). Employee is responsible to the diagnostic and classification services manager for the operation of the diagnostic centers which are located across the State. Work involves statewide coordination of the pre-sentence diagnostic program. Employee serves as lead worker for diagnostic services consultants who provide consultation, coordination, and training to diagnostic center staff.

I. DIFFICULTY OF WORK:

Variety and Scope - Employee is responsible for coordinating the activities of the Diagnostic Services Specialists while performing much of the same duties carried out by them. Duties include providing a staff consultative and quality control service to diagnostic center staffs, providing training on policies and methodologies, and attending and providing guidance to pre-sentence diagnostic (PSD) committees. Employee functions as a supervisor in finalizing schedules for PSD committee attendance and all other field work, and in discussing problems or unusual situations with the specialists. Employee is responsible for evaluating diagnostic centers, initiating changes or modifications in policies and procedures, and coordinating the efforts of diagnostic staffs in implementing approved changes.

Intricacy - Work involves dealing with sociopathic individuals and evaluating decisions that determine how these individuals will be handled in the criminal justice system. Employee monitors information coming out of the diagnostic centers and reviews for accuracy and completeness. Employee provides technical consultation to field staff in regard to diagnostic processes, and provides direction and technical supervision to the diagnostic consultants.

Subject Matter Complexity - A thorough knowledge of the diagnostic process is needed by employee. A knowledge of psychological, sociological, and educational aspects is also required, as well as training methods and research techniques. Work requires a knowledge of the prison system its components, programs, policies, and procedures. A basic knowledge of Probation/Parole is also necessary.

Guidelines - Employee refers to DOP policies and procedures manual, as well as basic textbooks relating to theoretical psychological behavior concepts. The Diagnostic Center manual is also used, in addition to guides on training and research techniques.

II. RESPONSIBILITY:

Nature of Instructions - Employee functions independently in coordinating the activities of the diagnostic section. Employee is accountable for the accuracy and quality of reports, research, and training involved, and meets with supervisor during weekly staff meetings and as problems occur.

Nature of Review - Supervisor reviews pre-sentence diagnostic reports before issuance back to the courts. Unusual problems and situations are discussed with supervisor. Other functions are evaluated periodically during weekly staff meetings or as needed.

Scope of Decisions - With responsibility for quality and accuracy of work carried out in the diagnostic centers, employee's decisions affect reports and judgments on offenders passing through the centers. Employee makes recommendation to specialized correctional committees regarding diagnostic program services.

Consequence of Decisions - Employee is accountable for final determinations on criminal analyses and recommendations on pre-sentence reports for judges to use during the sentencing deliberations. Decisions made on training needs and the quality of work performed by the case analysts in the field impact on decisions and time frames need in processing offenders and inmates.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - The majority of employee's contact is with case analysts, case analyst supervisor, and diagnostic center directors. Contact is also with offenders who attend PSD committee hearings, judges, probation/parole officers, area administrators, classification personnel, and court personnel.

Nature and Purpose - In consulting role, employee trains and motivates case analyst staff to learn the intricacies of quality analysis. Employee also directs diagnostic consultants in planning and goal setting.

IV. OTHER WORK DEMANDS:

Work Conditions - Employee works in a regular office setting, but frequently travels to diagnostic centers across the State. Centers may be located in an area office setting or in a prison setting.

Hazards - Employee is sometimes exposed to potentially dangerous persons in PSD committee meetings but adequate security is usually available. Employee is required to travel frequently to the different diagnostic centers across the State, which are located in prison settings where potential danger from inmates exists.

V. RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities - Working knowledge of policies and procedures of Division of Prisons and considerable knowledge of diagnostic process. General knowledge of correctional programs. Considerable knowledge of psychological test procedures, standard test forms, and devices used in ascertaining intelligence, aptitude, personality, and other related psychological traits. Considerable knowledge of test analysis and interpretation. Ability to interpret policies, procedures, and laws to diagnostic staff. Ability to develop and conduct diagnostic services training sessions. Ability to research, organize, and prepare records and reports, and analyze such information. Ability to schedule, organize, manage and supervise a staff or program. Ability to communicate effectively in oral and written form.

Minimum Education and Experience - Graduation from a four-year college or university with a degree in a human services field and two years of experience as a correctional case analyst; or an equivalent combination of education and experience.

Necessary Special Qualifications - Must be eligible for certification by the North Carolina Criminal Justice Training and Standards Council.