

*Code: 5335*

*Title: PROGRAM MANAGER-SPECIAL PRISONER SERVICES*

**SUMMARY:** Administers, manages, coordinates and provides special prisoner services to adult and juvenile inmates of the Pima County Jail, in concert with Sheriff's Department Corrections Bureau command, management and operations staff. Special prisoner services include, but are not limited to, assessment, classification, orientation, education and special-needs requirements of adult and juvenile inmates as prescribed by federal and state law, statute and departmental/bureau policies and programs.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor)

Investigates, resolves, documents and communicates decisions on inmate appeals of classification and related issues;

Interviews inmates to resolve appeals and grievances and to determine special prisoner services requirements and recommends appropriate programs or other actions to Corrections Bureau command, management and operations staff;

Manages and administers program activities and evaluates program effectiveness and success;

Acts as program representative within the community, delivers or prepares informational materials, serves as program contact person, solicits and evaluates volunteers and participates in community awareness activities;

Coordinates security and related requirements for prisoner special services with corrections operations staff, to include security considerations for contract, paid and volunteer program providers;

Represents the Sheriff, the Corrections Bureau and assigned programs at local, state and national meetings of various advisory committees, boards and like organizations and may serve on these same groups as an officer or special committee member;

Researches, prepares and submits routine, recurring and special program reports to the Corrections Bureau Director, the Pima County Sheriff and appropriate county, state and federal agencies;

Maintains continuing liaison with community social services, educational and like service providers to provide needed support and special services to inmate population;

Develops grant proposals, Request for Proposals (RFP), applications and like materials for the procurement of funds and services to support special prisoner services;

Provides facility/program orientation to non-departmental city/county employees, contractors, volunteers and other service providers, to include security requirements;

Develops special prisoner service program goals, policies and procedures and establishes short-/long-range performance plans subject to management review;

With the Sheriff and the Deputy County Administrator, evaluates current legislative issues and drafts new or recommended changes in legislation affecting special prisoner service matters;

Coordinates with the Clinical Director, Mental Health Unit, for the assessment, treatment and supportive special services to inmates;

Coordinates library support activities for inmate programs with the Pima/Tucson Public Library staff;

Develops and manages program budgets, to include input to the bureau/departmental budgets;

Provides professional in-service training of Corrections Specialists and Corrections Officers/Trainees on aspects of special prisoner services provided.

#### **KNOWLEDGE & SKILLS:**

Knowledge of:

- principles and practices of program coordination, funding and administration;
- legal rights, privileges and obligations of inmates;
- pertinent federal, state and local laws, statutes, rules and regulations affecting correctional facilities, including licensing and related special prisoner service requirements;
- Sheriff's Department/Corrections Bureau policies, procedures, regulations and related directives;
- community resources for the provision of social services, education and related services;
- criminal justice system and current court practices and procedures;
- principles, practices and methods of effective employee supervision, training and performance

- evaluation;
- federal, state and county legislative processes.

Skill in:

- interpreting and applying principles, practices, policies and procedures of a direct supervision jail;
- evaluating inmate needs and making appropriate recommendations to Corrections Bureau staff, command and management to address such needs;
- communicating effectively, orally and in writing;
- establishing and maintaining effective working relationships with Corrections Bureau command, management and operations staff, the public, social services providers, educational and related community resources;
- interviewing and interacting with inmates to assess their individual needs and to investigate inmate appeals;
- interacting positively with people of varied social, economic and cultural backgrounds;
- training, supervising and evaluating professional, support and volunteer staff;
- developing, implementing and evaluating program goals and objectives;
- evaluating, drafting and implementing legislation, policies, regulations and proposals.

Essential Functions:

Ability to:

- react to physical confrontations and emergency situations quickly and effectively;
- hear and understand speech;
- speak clearly;
- see clearly and recall visual details.

MINIMUM QUALIFICATIONS:            EITHER:

(1) A Bachelor's Degree from an accredited college or university with a major in administrative justice, corrections, criminology, psychology, sociology or social work and three years of professional experience in the coordination and provision of special prisoner services, such as classification, education, mental health, or substance abuse programs in an adult or juvenile correctional facility. (A Master's degree from an accredited college or university in one of the above cited disciplines may substitute for one year of the required experience)

OR:

(2) A Bachelor's Degree from an accredited college or university with a major in administrative justice, corrections, criminology, psychology, sociology or social work and four years of experience with Pima County as a Corrections Specialist. (A Master's degree from an accredited college or university in one of the above cited disciplines may substitute for one year of the required experience)

OR:

(3) Six years of professional experience in the coordination and provision of special prisoner services in an adult or juvenile correctional facility.

OTHER REQUIREMENTS:

Licenses and Certificates: A valid Arizona Class D driver's license may be required at the time of appointment or prior to completion of initial or promotion probation.

Physical/Sensory Requirements: Additional physical and sensory abilities, beyond those stated in Essential Functions (above), will be determined by position.

Special Notice Items: All positions require successful completion of a background investigation by law enforcement agencies prior to, and during, employment due to need for continuing contact with inmates and recurring access to correction facilities, records, databases, communications systems and related courts, law enforcement and Corrections Bureau privileged and sensitive information. Department of Labor Regulation CFR 1910.1030 requires notification that this classification may have a moderate risk of exposure to blood-borne pathogens. Hepatitis B vaccine will be provided.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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Updated 05/15/09<sup>(gs)</sup>