



Corrections Agent Grade: 10
Senior Corrections Agent Grade: 10
Career Agent Grade: 11

Agency: Pine County Probation Department

FLSA Status: Non-Exempt

General Definition of Work:

This is a professional level position responsible for investigative and supervisory services of Pine County probation for the District Court of the 10th Judicial District and the Minnesota Department of Corrections (DOC). This position is considered an “at will” Pine County employee, working under the general direction of the Probation Director and serves at the pleasure of the Court as defined by Minnesota Statute 244.19, and is required to comply with the following expectations:

- Be prepared and on time for court hearings.
- Be honest and truthful in all dealings with the Court.
- Treats all court participants with courtesy and respect.
- Does not engage in discriminatory or harassing behavior.
- Remains law abiding.
- Avoids conflicts of interest or the appearance of conflicts of interest.
- Does not use or possess illegal drugs.
- Always Conducts himself/herself in a manner that will not bring discredit to the Court.

The position further exists to protect, serve and inform the citizens of Pine County in promoting successful adjustment and integration of the offender into the community through the restorative justice model. This model provides offender accountability, victim/community safety, and offender rehabilitation measures.

All staff conduct is governed by the Pine County Probation Code of Ethics Policy (1-505), the Pine County Personnel Policy, and the 10th Judicial District Court Services Personnel Guidelines (4/7/2011).

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily with or without reasonable accommodation. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Essential Functions

This job description indicates the normal type and level of work expected. The employee may be asked to perform other duties as apparent, assigned, or based on changes to the relevant laws and rules.

- Investigates, obtains, interprets and evaluates relevant data to present to the Court in reports so that the Court might be as informed as possible when making dispositions and other decisions relevant to the case of offenders.

A Career Agent must also:

1) Provide the most advanced investigative and diagnostic services. Work at this level represents the highest and most difficult level of casework

- Conducts interviews of the offender, victims, and collateral persons to obtain necessary



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background information.

- Responds to request by the Court and County Attorney to review and interpret prior record information.
- Refers offenders for supplemental evaluation when ordered by the Court or deemed necessary (i.e. mental health, psychiatric, diagnostic placement, chemical dependency, psychosexual, gambling, abuse, etc.).
- Assesses offender psychological, social, physical, emotional and behavioral needs based upon information obtained.
- Completes risk-needs assessments on appropriate offenders and follows supervision standards and case management plans as necessary.
- Conducts mental health screens as required by statute and makes referrals as appropriate.
- Consults with victim services, court personnel, and law enforcement when necessary.
- Submits pre-sentence/disposition investigations with recommendations to the Court within established timeframes.
- Attends all sentencing, violation or other hearings when requested coming prepared to testify regarding recommendations made.
- Collects information to establish probable cause when it appears that a violation of probation has occurred.
- Submits written violation reports with recommended action plans.
- Attends all probation revocation (Morrissey) hearings with supporting documentation of alleged violation. Testifies to the facts of the violation.
- Conducts transfer investigations and reports for Interstate Compact and/or other counties.
- Provides supervision to offenders assigned by the Court to ensure adherence to sentence/disposition imposed.
- Assesses client needs and directs them to resources so they might make a satisfactory adjustment in society.

A Senior Agent must also:

- 1) **Provide the full range of professional casework or group work services to juvenile and adult offenders so that complex cases and severe behavioral problem cases receive the level of casework or group work services required.**

A Career Agent must also:

- 1) **Provide the most advanced casework to juvenile and adult offenders so that complex cases and severe behavioral problem cases receive the level of casework or group work services required.**
- 2) **Assume responsibilities for independent completion of difficult supervision or counseling cases including clients with severe behavioral problems.**
 - Informs each offender of his/her conditions of probation to insure mutual understanding of their obligations to the court.
 - Reviews all case files assigned periodically to plan case activity, set goals to be accomplished and determine if the offender is in compliance with court orders.
 - Schedules appointments and meets with offenders based on the needs of the offender, the community, and the severity of the crime.
 - Completes risk-needs pre-screen and assessments/re-assessments on appropriate offenders



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and follows supervision standards and case management plans as necessary.

- Verifies offender cooperation through collateral contacts including treatment providers, family, and law enforcement, family members, victims, placement staff, social services, and schools.
- Monitors payment compliance for court ordered restitution, fines, and other fees.
- Documents all contact pertaining to offenders.
- Implements and coordinates treatment plans, makes referrals, attend staffing's and develops discharge plans as available.
- Requests Apprehension and Detention Orders to take clients into immediate custody when appropriate.
- Sanctions or restructures probation when appropriate.
- Requests summons/warrants from the court as needed. Works with law enforcement if offender is in jail.
- Works a variable schedule depending upon needs, including some weekend and evening hours, to effectively respond to issues and supervise clients
- Follows all statutory mandates including victim communication, DNA collection, etc.
- Initiates, develops and maintains programs for the welfare of persons coming within the jurisdiction of the Court including diversion programing as an alternate to Court intervention, supervision of other pre-trial conditions, educational programming.
- Acquires knowledge of services provided by local social services agencies and participates in the development of additional services so offenders might be appropriately referred for assistance.
- Prepares and maintains statistical data and reports so that the probation department is informed of caseload and agent activities.

A Senior Agent may:

- 1) **Assist in administrative tasks as assigned so that work is cooperatively completed and new ideas, policies and procedures are assured.**
- 2) **May assume responsibility on a temporary or emergency basis so that the unit continues to operate efficiently in the absence of the supervisor.**

A Career Agent may:

- 1) **Assist in the training and development of Corrections Agents and Senior Agents so that the Director/Supervisor has more time for administrative tasks.**
- 2) **Assist in administrative tasks as assigned so that work is cooperatively completed and new ideas, policies and procedures are assured.**
- 3) **Assumes full supervisory responsibility on a temporary or emergency basis so that the unit continues to operate efficiently in the absence of the Director/Supervisor.**

Knowledge, Skills and Abilities

Knowledge of the criminal justice system; practical understanding of government politics. Ability to manage a caseload and make sound decisions. Extensive familiarity with Minnesota statutes, rules of Juvenile Court and Criminal Court procedures, probation casework procedures and professional standards. Skilled in independent decision making, critical thinking, active listening, persuasion, conflict resolution, collaboration, effective interpersonal communication, creative problem solving, mediation



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and negotiation. The use of sound correctional judgement in making decisions is essential. Ability to be sensitive to diversity; exercise compassion; establish and build relationships with clients, other agency professional representatives and the public. Knowledge of human development and normal and abnormal behavior, chemical dependency screening and assessment and treatment options and programs. Knowledge of the psychological effects of incarceration.

Skill in developing written presentations, making oral presentations, operation of computers and all other job-related equipment.

Ability to develop and maintain effective working relationships with officials, associates, community agencies, various community officials and the public; work independently and make decisions objectively and within the framework of State statutes and county policies.

Ability to provide supervision to offenders by having the knowledge of the rules of court procedures and enforcing the conditions of the Court and the conditions of a client's probation agreement. The overall goal of enhancing public safety and facilitating offender change through evidence-based and restorative practices is a must.

Senior Agents must be able to independently handle difficult supervision cases including clients with severe behavioral problems. Senior agents shall begin to serve in a leadership capacity, both mentoring new staff/interns, but by also serving on various departmental leadership committees. Must use the Integrated Principles of Evidence Based Practices (EBP).

Career Agents must independently handle the most complex supervision cases and provide consultation, mentoring and training to Agents and Senior Agents in assessment in supervision tasks. Career Agents assist administration with special projects as assigned, and serve as an acting team lead in the absence of management.

Education and Experience

Minimum Requirements: Bachelor's degree in Corrections, Criminal Justice, Criminology, Counseling, Psychology, Social Work or Sociology **AND** full-time 400-hour internship with the Department of Corrections or County Court services department **OR** minimum of 400 hours work or volunteer experience as Corrections Agent, Corrections Security Caseworker, or in County Court services **OR** two years' experience supervising offenders in a correctional environment; **AND** a valid Minnesota driver's license.

Senior Agent Promotion/Hiring Criteria:

- 1) Completion of two years as Corrections Agent**
- 2) Possession of Bachelor of Arts or Bachelor of Science in a Human Services related field with emphasis on Corrections/Criminal Justice.**



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- 3) Performance reviews that indicate the Agent fully meets standards.
- 4) No written reprimands in the last twelve (12) months and no suspensions or greater within last thirty-six (36) months.
- 5) Satisfactory or excellent use of Integrated Principals of EBP (role clarification, exploring needs, focus, evocation, planning, cognitive interventions, effective use of rewards to non-compliance, formal assessment).

Career Agent Promotion/Hiring Criteria:

- 1) At least eight years of experience as a Correction's Agent or equivalent with at least two or more years as a Senior Agent.
- 2) Performance is required to be at the above satisfactory level overall for the two years prior to application.
- 3) Additional credit given for Master's Degree in Social Work, Criminal Justice, or related fields.
- 4) Demonstration of professional leadership and excellence as a Correction's Agent.
- 5) Formal application to the Department of Corrections, including letters of support from Director.
- 6) Study and preparation on six (6) current correctional issues.
- 7) Passing an oral examination with the Department of Corrections.
- 8) No written reprimands within the last twelve (12) months and no suspensions or greater discipline within the last thirty-six (36) months prior to time of application.

Preferred Qualifications

Master's Degree

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This work requires the occasional exertion of up to 25 pounds of force. While performing the duties of this job, the employee is regularly required to sit, reach with hands and arms, stand, walk, talk or hear and use hands to finger, handle, feel or operate objects; repetitive motions. Work has standard vision requirements. Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly. Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound. Work requires preparing and analyzing written or computer data.

Work is performed primarily in an office environment and in and around courtroom settings. The level of noise in the work environment is usually moderately quiet. Regular local travel and occasional overnight travel is required to conduct field contacts in the community. This would include offender's homes, places of employment and schools. The employee must be able to control an individual with the



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possible use of force and defensive tactics including handcuffing and the use of chemical agents. There is exposure to evidence of trauma, violence, and disturbing crimes. The job involves dealing with and calming individuals who are emotionally charged over an issue and/or potentially violent. There is frequent public contact, some of which is with individuals who may be volatile. The operation of motor vehicles or equipment and observing general surroundings and activities is required. Employee is occasionally required to drive or work in adverse weather conditions. There is frequent attention to detail and deadlines.