

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 5553800

Assistant Director Family and Volunteer Services, M-2 5553800
Assistant Director Ministerial Services, M-2 8270700
Director Ministerial, Family and Volunteer Services, M-3 8270900

Brief Description of Class Series

Positions in this series administer all Ministerial, Family, and Volunteer Services Programs in New York State Correctional Facilities. These programs include incarcerated individual religious programs, the family reunion program, visitation programs, and the free bus programs. Incumbents work closely with religious certification authorities and advise the Deputy Commissioner for Program Services and the Counsel on the effects of pending new legislation on existing incarcerated individual services, family service programs, and the ministerial program at all Department of Corrections and Community Supervision facilities.

Distinguishing Characteristics

Assistant Director Family and Volunteer Services: one position; assists the Director Ministerial, Family and Volunteer Services with managing the daily operations of the Department of Corrections and Community Supervision family and volunteer programs Statewide; recommends program, policy, and procedural program changes; implements volunteer and incarcerated individual family programs policy changes approved by the executive office.

Assistant Director Ministerial Services: non-competitive; one position; assists the Director Ministerial, Family and Volunteer Services with managing the daily operations of ministerial and religious programs for the Department of Corrections and Community Supervision for incarcerated individuals Statewide at all of the Departments correctional facilities; recommends program, policy, and procedure changes; implements Ministerial Program policy changes approved by the executive office.

Director Ministerial, Family and Volunteer Services: non-competitive; one position; directs and manages the operations of the Department of Corrections and Community Supervision ministerial, family programming, and volunteer services for incarcerated individual facilities Statewide; recommends program policy changes to the Deputy Commissioner for Program Services.

Illustrative Duties

Assistant Director Family and Volunteer Services

Develops and implements family service programs policy and procedures for the Director Ministerial, Family and Volunteer Services.

- Assists the Director Ministerial, Family and Volunteer Services with budget preparation and policy interpretation for the Departments family and volunteer service programs.
- Prepares monthly feedback report for volunteer service staff.
- Supervises four regional Coordinators for the Departments Volunteer Service Programs.
- Ensures all controlling policies, procedures, guidelines, and standards for the incarcerated individual visiting program conform to Directive #4403.
- Develops uniform program, procedural, and policy guidelines for the Director Ministerial, Family and Volunteer Services.
- Prepares written executive program reports for the Director Ministerial, Family and Volunteer Services.
- Performs on-site facility visits and analyzes and reports on types and effectiveness of family service programs offered at specific facilities.
- Disseminates written directives, policies, procedures, and guidelines.
- Provides program guidance to facilities to address service problems, non-compliance issues and to answer facility staffs program questions.
- Provides follow-up services in support of Department programs and reports on facility visits.
- Develops family service program formal reporting process for program service providers.
- Assists the Assistant Director Ministerial Services in establishing performance criterion, establishing, and maintaining effective reporting and record keeping and monitoring the effectiveness of the State Ministerial Program.
- Provides timely death notices to the families of deceased incarcerated individuals when necessary.

Administers and supervises staff for the Departments Family and Volunteer Programs.

- Recommends the establishment of operational standards for specific facilities and programs.
- Provides workforce assignments and performance evaluations for subordinates.
- Directs the scheduling and staffing of staff program audits at facilities.
- Provides program information reflecting the use of program resources to the Departments Budget and Finance operations.
- Recruits' community support for volunteer programs.

- Monitors all family visiting programs to ensure program compliance and to determine if they meet the ongoing needs of incarcerated individuals and their families.
- Provides program supervision and administrative support to the Departments Family Reunion Program and New York City based Family Visiting Bus Program.

Supervises subordinate staff.

- Provides supervision, guidance, and oversight to subordinate staff, and intervene and resolve problems as necessary.
- Determines and oversees staff assignments.
- Approves leave and tracks time and attendance.
- Reviews, monitors, and evaluates staff performance.
- Completes performance evaluations.
- Identifies training needs and arranges for provision of training.
- Manages and directs program activities by setting priorities and deadlines.

Develops and conducts staff and volunteer training and orientation programs for the Departments Family and Volunteer Program.

- Determines needs for further development of staff service training.
- Establishes training parameters and resource levels for staff.
- Develops and presents training programs for staff and volunteers.
- Schedule orientation and training sessions and coordinates training conferences.
- Represents the Division in the planning and development of new volunteer services programs specifically requested by a community.

Administers programs and supervises staff at Visitor Hospitality Centers.

- Identifies and prioritizes facility needs for Visitor Hospitality Centers.
- Works with facility staff and various Department divisions to develop site plans and start-up activities for Visitor Hospitality Centers.
- Establishes guidelines and standards at Visitor Hospitality Centers for volunteer suitability, location, and staff training.
- Monitors operations at all Visitor Hospitality Centers to ensure efficient operations and compliance with program guidelines.

Assistant Director Ministerial Services

Assists the Director Ministerial, Family and Volunteer Services with budget preparation and policy interpretation for the Departments ministerial programs.

- Disseminates written directives, policies, procedures, and guidelines from the Director, Ministerial Family and Volunteer Services.

- Implements policy determination changes for the Departments ministerial programs.
- Conducts regular on-site visits to review specific facility ministerial programs.
- Supervises staff and reviews staff investigations investigating the effective implementation of policies, procedures, guidelines, and standards for facilities. Establishes guidelines and parameters for reviews conducted by subordinates.
- Develops reporting process and mechanisms for ministerial service programs.
- Together with facility executive staff, develops corrective actions for facility non-compliance with Department policies, procedures, and guidelines for the Ministerial Program.
- Provides the Departments Executive Office with budget, finance, and program information for the Ministerial Program.
- Prepares written executive program reports for the Director Ministerial Family and Volunteer Services.

Designs, implements, and oversees religious programming at facilities.

- Recruits Department Chaplains, interviewing candidates, accessing faith group recommendations, and ensuring adherence to personnel and affirmative action requirements.
- Directs staff in monitoring religious and chaplaincy programs.
- Develops detailed proposals to develop or revise new or existing religious programs.
- Directs the implementation of new or existing religious programs within facilities and reports on progress to various division heads and executive staff.
- Recommends the establishment of operational standards for all facility religious programs.

Provides administrative services to Department and facility ministerial programs.

- Directly supervises the activities of three Ministerial Program Coordinators.
- Schedules staff for facility and program audits.
- Provides administrative oversight to faith practice functions not large enough to support Ministerial Program Coordinators.
- Serves as the central contact between ecclesiastic organizations and the Departments Ministerial Program.
- Researches and determines the needs of emergent religions to better accommodate the tenets and practices of such groups.
- Discusses the needs of emergent religions with Department Counsel and the Director Ministerial, Family and Volunteer Services.

Supervises subordinate staff.

- Provides supervision, guidance, and oversight to subordinate staff, and intervenes and resolves problems as necessary.
- Determines and oversees staff assignments.
- Approves leave and tracks time and attendance.
- Reviews, monitors, and evaluates staff performance.
- Completes performance evaluations.
- Identifies training needs and arranges for provision of training.
- Manages and directs program activities by setting priorities and deadlines.

Director Ministerial, Family and Volunteer Services

May perform all of the same duties and functions as an Assistant Director Ministerial Services and/or Assistant Director Family and Volunteer Services.

Recommends program policy changes to the Deputy Commissioner for Program Services in incarcerated individual volunteer, ministerial, and family services; oversees the implementation of proposed program changes; and oversees daily program operations.

- Ensures ongoing program practices are compatible with controlling policy and legislation.
- Reviews with the Deputy Commissioner for Program Services new and revised program policies.
- Reviews program policies with the Assistant Director Ministerial Services and Assistant Director Family and Volunteer Services and directs subordinate staff to make changes that improve program implementation.
- Reviews program compliance requirements with the Assistant Director Ministerial Services and Assistant Director Family and Volunteer Services and directs subordinate staff to make changes improving compliance.
- Regularly surveys and meets with the ecclesiastical community and legislative groups to obtain suggested program improvements.
- Drafts written policy directives for executive review.

Develops, implements, and amends new and existing programs.

- Directs and reviews subordinate staff in program proposals sent to executive staff amending the delivery of service programs.
- Reviews and coordinates all applications for outside funding to assist specific ongoing service programs and projects.
- Meets with facility and executive staff to justify program expansion, coordinate program support activities, and encourage the enhancement of services to incarcerated individuals and their families.

- Establishes timeframes for program implementation and monitors programs to ensure compliance with policies, procedures, and operational goals.
- Works with executive staff to define program goals and limitations.

Coordinates issues of concern brought by the Assistant Director Ministerial Services and Assistant Director Family and Volunteer Services with other DOCCS programs, outside professional service and ministerial programs, and the public.

- Attends legislative and public meetings to explain and represent the Departments program positions.
- Informs other key executive staff team members on critical components in the ministerial, family, and service programs.
- Directs and reviews all staff responses to verbal and written inquiries from legislators, incarcerated individual families, incarcerated individual advocacy organizations, and the public.
- Coordinates with transportation service providers to ensure program continuity.
- Meets with the Superintendents of specific facilities to resolve ongoing issues.

Directly supervises and evaluates the performance of the Assistant Director Ministerial Services and Assistant Director Family and Volunteer Services.

Approves time off, conducts probation reports and performance evaluations for Assistant Director Ministerial Services and Assistant Director Family and Volunteer Services.

Directly supervises the daily operations and activities of the Assistant Director Ministerial Services and Assistant Director Family and Volunteer Services.

Coordinates program activities with Main Office, a range of internal divisions within the Department, various facilities Statewide, and outside interest groups.

- Monitors and reviews all purchase orders prepared by subordinates.
- Supervises and approves budget presentations and preparations prepared by subordinates.
- Meets regularly to hear the concerns of community organizations and volunteer agencies.
- Promotes involvement of State business leaders, religious organizations, and private and public agencies to supplement staff efforts on behalf of various incarcerated individual and volunteer programs and to provide hospitality services to incarcerated individual family members and other visitors.
- Plans and organizes conferences and outreach efforts to improve community preparation outreach program planning activities.
- Plans educational outreach efforts to improve community understanding and participation in incarcerated individual service programming.
- Develops protocols and procedures to guide the Departments interactions with State colleges and universities.

- Coordinates Departments college relations programs

Monitors staff tasked with training, recruitment, and activities of volunteer staff services.

- Develops orientation, training, and recruitment programs for volunteer services staff.
- Develops guidelines for proper interviewing and screening of volunteers.
- Develops orientation and training for internship programs.
- Reviews staff investigations and service volunteers Workers Compensation claims.
- Prepares press releases, brochures, and pamphlets to maintain the community awareness of volunteer service programs for incarcerated individuals and their families.
- Directs staff research into new funds and programs to augment existing services.

Minimum Qualifications

Assistant Director Family and Volunteer Services

Promotion: one year of permanent competitive service within the NYS Department of Corrections and Community Supervision in a program service position allocated to Grade 20 or higher.

Assistant Director Ministerial Services

Non-competitive: one year of permanent service within the NYS Department of Corrections and Community Supervision as a Ministerial Program Coordinator, Chaplain, Supervising Offender Rehabilitation Coordinator, or in a program or administrative position allocated to Grade 23 or higher.

Director Ministerial, Family and Volunteer Services

Non-competitive: one year of permanent service within the NYS Department of Corrections and Community Supervision in a program or administrative position allocated to Grade 25/M-1.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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