

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

Classification Standard

Occ. Code 8602800

Assistant Regional Director Parole Operations, M-4	8602800
Regional Director Parole Operations, M-5	8602825

Brief Description of Class Series

Positions in this series implement and monitor community supervision policies and manage parole operations within a geographic region.

These positions are classified only at the Department of Corrections and Community Supervision (DOCCS).

Distinguishing Characteristics

Assistant Regional Director Parole Operations: under the direction of a Regional Director Parole Operations, supervises Supervising Parole Officers in an assigned region; oversees the implementation of policy and assists in the management of community supervision and field office operations.

Regional Director Parole Operations: under the direction of an Assistant Commissioner, administratively supervises an Assistant Regional Director Parole Operations and Supervising Parole Officers in an assigned region; manages the operations of field parole offices and interprets, implements, and ensures consistent application of policies and procedures.

All positions are in the non-competitive jurisdictional class.

Related Classes

Supervising Parole Officers function as the top administrative officer and manager of parole operations within a specified geographic area or defined bureau. Incumbents supervise all parole staff within their territory; plan and implement programs; direct the activities of line staff and subordinate supervisors; and ensure that agency policies and appropriate practices are followed.

Parole Services Program Specialists develop, direct, coordinate, and evaluate comprehensive programs of rehabilitation services for clients within a given region of New York State.

Illustrative Duties

Assistant Regional Director Parole Operations

Performs the full range of administrative supervisory duties over staff in an assigned region such as evaluating, recruiting, assigning, and training staff in accordance with human resource policies and procedures.

Conducts regular site visits to area offices and meets with staff to assess operating issues not amendable at the local level, and reports and recommends action on management problems that may arise in the region.

Analyzes and coordinates the resolution of administrative, budgeting, and support operation issues (e.g., staffing, equipment, and vehicle requirements), and need for special parolee caseloads.

Prepares policy and procedural material for review by the Regional Director and higher-level management; assists the Regional Director in dissemination and implementation of all policies and procedures region-wide, both regional and statewide.

Reviews No Delinquency Pending Court Action cases to ensure recommendations to the Board of Parole are consistent with public safety.

Works directly with the Personnel Office, local managers, and support staff to evaluate and recruit, select, assign, orient, train and evaluate all staff in the region.

Reviews and refers complaints and allegations involving employee misconduct and incompetence to labor relations or investigations as appropriate, and evaluates the completion and adequacy of final reports with their recommendations to the Regional Director for disposition.

Represents the region in statewide, regional, or local conferences, labor management and other meetings, on behalf of the Regional Director; and may serve as the local grievance representative for the region.

Assists the Regional Director in the administration and compliance of the Region's Accreditation program and Internal Control Audits.

Reviews Regional Points of Information submissions and ensures completion and quality regional electronic reporting system submissions.

Reviews and audits overtime submissions for the region to ensure expenditures are on target and consistent with policy. Performs random caseload audits for quality and control or as needed on a case-by-case basis.

Regional Director Parole Operations

Develops management controls to assess regional office operations and activities; evaluates community protection and treatment services throughout the region; and takes remedial action to address areas of concern.

Authorizes and approves policy and procedural directives at the regional level.

Performs the full range of administrative supervisory duties over staff in an assigned region such as ensuring completion of performance reviews and selection, training, and development of staff, labor relations administration, and compliance with human resource policies and procedures.

Ensures that special projects, intra-agency and inter-agency, are operating as designed and with program fidelity, including ensuring adherence to contracts, memorandums of understanding and approved local agreements.

Advises the Assistant Commissioner on training requirements of regional staff to align with DOCCS career development and program objectives.

Administratively supervises regional labor relations programs, including oversight of investigation of complaints and inquiries consistent with agency labor relations policies and procedures.

Working through Central Office Support Operations, and with the assistance of other regional staff, is responsible for the adequacy of physical plant, supplies, and equipment in all offices in the region; supervises the review of the health and safety condition of all offices and ensures that corrective action is taken. Ensures that the regional Adopt a Facility Program is running effectively.

Prepares the region's budget requirements to meet region operation requirements.

Conducts regional staff meetings, conferences, and distributes information to all regional personnel for input on managerial decisions, and liaises with other regions and central office.

Develops and manages community relations for the region and responds to communications received from private citizens, media, clients, legislators, public or private agency officials, attorneys, or other parties in accordance with agency policy.

Assesses the needs of the region and escalates issues to the Assistant Commissioner.

Minimum Qualifications

Assistant Regional Director Parole Operations

Non-competitive: Bachelor's degree and seven years of experience in a criminal justice or social service agency with direct managerial oversight and supervision of the development and/or administration of treatment programs and services or a security component of the development and/or administration of treatment programs in such areas as housing, employment, mental health, substance abuse, or family counseling designed to rehabilitate releasees/former releasees under (community) supervision or individuals with serious social case work problems. Two years of this experience must have been at a managerial level in the criminal justice system, or in a large social services agency, with major responsibility for administration, program development and/or implementation. A master's degree in business administration, criminal justice, education, psychology, social work, sociology, or a comparable discipline may be substituted for one year of the required experience and a Ph.D. in business administration, criminal justice, education, psychology, social work, sociology, or a comparable discipline may be substituted for two years of the required experience.

Or

One year of service as a Supervising Parole Officer or Parole Services Program Specialist.

Regional Director Parole Operations

Non-competitive: Bachelor's degree and eight years of experience in a criminal justice or social service agency with direct managerial oversight and supervision of the development and/or administration of treatment programs and services or a security component of the development and/or administration of treatment programs in such areas as housing, employment, mental health, substance abuse, or family counseling designed to rehabilitate releasees/former releasees under (community) supervision or individuals with serious social case work problems. Three years of this experience must have been at a managerial level in the criminal justice system, or in a large social services agency, with major responsibility for administration, program development and/or implementation. A master's degree in business administration, criminal justice, education, psychology, social work, sociology, or a comparable discipline may be substituted for one year of the required experience and a Ph.D. in business administration, criminal justice, education, psychology, social work, sociology, or a comparable discipline may be substituted for two years of the required experience.

Or

One year of service as an Assistant Regional Director Parole Operations.

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.

Date: 2/2025

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