

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

Classification Standard

Occ. Code 8382000

Offender Rehabilitation Coordinator, Grade 19	8382000
Supervising Offender Rehabilitation Coordinator, Grade 22	8382300

Brief Description of Class Series

Offender Rehabilitation Coordinators apply social casework principles to the social, educational, vocational rehabilitation, and preparation of incarcerated individuals (I/I) releasing to the community, to include release to Community Supervision (parole and post-release supervision) and under strict and intensive supervision and treatment (SIST) pursuant to Article 10 of the Mental Hygiene Law. Incumbents guide and assist I/Is in their adjustment to their new environment, identifying appropriate treatment services for significant problems and special needs (e.g., substance use, sex offending, aggression, mental health, medical issues and disability, education, employment and vocational needs, homelessness, family dysfunction, and delinquency); prepare I/Is for release into the community by encouraging them to enhance their educational and vocational skills and modify their behavior; develop final community supervision and discharge plans; and ensure that targeted services are identified pre-release and community-based supports are available upon release. Incumbents also prepare comprehensive release reports that are utilized by the Parole Board in the discretionary release decision making process and when establishing the conditions of release. The comprehensive release reports are also utilized by field parole officers during the community preparation investigation phase. Incumbents also complete risk and needs assessments for the purposes of targeted treatment and programming and preparation for release to community supervision. Supervising Offender Rehabilitation Coordinators supervise Offender Rehabilitation Coordinators in the performance of their duties.

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

Distinguishing Characteristics

Offender Rehabilitation Coordinator: full performance level; provides guidance to I/Is by assessing needs, preparing evaluations, and preparing eligible I/Is for release into the community; prepares documents regarding readiness for release for consideration by the Parole Board; may provide supervision or training to paraprofessional and/or clerical support staff.

Supervising Offender Rehabilitation Coordinator: supervisory level; supervises the work of Offender Rehabilitation Coordinators, Licensed Master Social Workers, paraprofessional staff, and clerical support staff in the Guidance Unit and Central Office; may serve as Chair of the Program Committee; provides guidance and input into the Parole Board process, supervision plans, risk/needs assessment plans, case intelligence information, and casework supervision; acts as liaison between DOCCS and the Office of Children and Family Services (OCFS) and the Office of Mental Health (OMH); coordinates and supervises the monthly Parole Board interview and case review; and ensures appropriate record management, accurate identification of assessed needs and access to appropriate treatment for every I/I.

Related Classes

Offender Rehabilitation Aides assist in providing counseling, guidance, case management, and various services to I/Is at DOCCS facilities. Incumbents assist the counseling staff, primarily but not exclusively Offender Rehabilitation Coordinators, in their casework, including: interviewing incarcerated individuals; assisting with incarcerated individual group sessions; maintaining case files; providing personal assistance to incarcerated individuals for the maintenance of family contacts via telephone and written correspondence; assisting incarcerated individuals in completing complex written forms; and explaining rules and procedures.

Education Counselors provide counseling services to aid incarcerated individuals in making effective adjustments to facility education programs in facilities that have large education programs.

Parole Officers provide supervision and guidance to an assigned caseload of I/Is released from State and local correctional facilities to ensure and assist in their compliance with the terms and conditions of release. Incumbents perform both social casework and law enforcement functions, requiring experience in developing and implementing treatment services, participation in firearms training, and possession of knowledge of arrest procedures and criminal law. Parole Officers also work with community-based organizations to deliver needed services to I/Is under court-imposed sentences.

Illustrative Duties

Offender Rehabilitation Coordinator

Meets with assigned I/Is to gather information about the I/Is background, interests, and abilities, and provide the I/I with information about the facility and its programs.

- Obtains and reviews all pertinent records and reports on newly assigned I/Is, including probation reports, criminal records, and information concerning family, education, employment, health, and other personal matters.
- Identifies missing documentation or inaccuracies in the I/I's record, including sentence and commitment documents and time/date computations, and initiates action to ensure that the missing documentation is obtained and that inaccuracies are corrected.
- Interviews assigned I/Is to assess their individual criminogenic needs, capacities, educational level, family circumstances, behavioral problems, and aspirations.
- Gathers and evaluates information necessary for re-entry preparation and develops a case plan.
- Prepares and presents case analyses, recommending substance use, sex offending, or aggression treatment, educational programming, vocational training, or work programs, to the Program Committee as appropriate, based on assessments and interviews.
- Discusses with the I/I the programs available at the facility and the I/I's abilities and desires concerning appropriate programming.
- Screens the list of persons with whom the I/I requests telephone number additions for or correspondence privileges and to verify claimed relationships, in compliance with Department policy.
- Periodically conducts a portion of the basic orientation for a group of new I/Is by explaining the facility's rules, regulations, and programs so the I/I can understand the institution's purpose, programs, and population.

Guides I/Is in adjusting to a facility's programs by identifying problems that affect the I/I's behavior and attitudes and by developing an appropriate rehabilitation program.

- Meets with the I/Is periodically to discuss either the I/I's progress and attitudes or any particular problem within the facility which may affect the I/I's progress in adjusting to the facility or in selecting an appropriate program.
- Uses motivational interviewing with direct or indirect counseling techniques to identify adjustment and programming problems and to explore alternative solutions.
- Updates and adjusts supervision planning activities as necessary throughout the I/I's period of incarceration based on an evaluation of the person's progress and needs.
- May assist an I/I being held in disciplinary confinement status in preparing for a disciplinary hearing by obtaining documents.

Guides a group of I/Is in identifying individual or group problems that may affect behavior and attitudes.

Recommends and refers I/Is for services provided by others or for inclusion in needed programs.

- Acts as the intermediary between I/Is and their families in an effort to strengthen support and support networks in the community via interventions such as visitation, counseling, parenting, services for children and other family members, and release preparation.
- Advocates on behalf of I/Is needing service; coordinates advocacy efforts with the Supervising Offender Rehabilitation Coordinator on cases that meet the criteria for special discharge planning services.
- Based on the findings during the interview or from a review of the records, may refer an I/I for mental health, medical, or other professional for special help, testing, or diagnosis.
- Follows up on all referrals to ensure that services were rendered.
- May screen and recommend I/Is for specialized programs to include, but not limited to, Temporary Release and Shock Incarceration programs, and may assist the I/I to find employment.

Guides I/Is in the identification and resolution of personal problems not directly caused by or related to facility living, and in preparation for release from incarceration.

- Acts as an intermediary between the I/I and persons or agencies outside the facility to assist with family or business matters. In this capacity, may prepare correspondence for the I/I, search records, discuss matters with members of the family, obtain licenses, etc.
- May inform I/Is of events concerning close relatives or friends which may be upsetting to the I/I and which may require very careful handling, such as death or family sick notifications.
- Ensures the I/Is obtain identification records to include, but not limited to, social security card, birth certificate, alien registration card, DD-214, and DMV non-driver's identification.
- Prepares and submits service applications as well as consent and release of information forms.
- Provides I/Is with information concerning rights and requirements pertaining to veteran status, income tax, licenses, Social Security, social services emergency assistance, retirement funds, etc., and assists I/Is to ensure they receive the benefits to which they are entitled.

Implements discharge planning activities in order to prepare I/Is for release and reintegration into the community.

- Obtains from OMH, OCFS, medical unit or other facility-based program, information necessary for continuing development of the supervision plan in

preparation for release to parole/post-release supervision or release to supervision under Article 10 of the Mental Hygiene Law.

- Confers with the Supervising Offender Rehabilitation Coordinator or Deputy Superintendent for Program Services on individual cases in preparation for assignment and discharge planning; serves as a facility-based link between the Board of Parole, criminal justice agencies and law enforcement partners, community service providers, and assigned Community Supervision staff in developing a supervision plan.
- Initiates the community preparation investigation assignment process, monitoring the field investigation and providing additional information and documentation to Community Supervision field staff as required.
- Initiates out-of-state residence and program investigations in accord with the Interstate Compact Agreement. Acts as the liaison with the Department's Interstate Bureau with regard to pending investigations, case assignments, and community preparation investigations.

Prepares comprehensive evaluative summary reports for Parole Board consideration and review. In this capacity, completes the Reentry Risk and Needs Assessment in connection with Parole Board interviews or case reviews; and ensures that assessments have been made available to field staff at the time of the community preparation investigations.

Attends Parole Board interviews and hearings and, when necessary, provides panel members with additional case specific information and documentation needed to complete the interview or hearing. May serve the I/I with the Parole Board decision notice and advise regarding further release opportunity and the administrative appeal process.

Participates in rescission and preliminary parole violation hearings.

- Investigates any circumstances or incidents surrounding the possible rescission or preliminary violation of parole.
- Documents investigative findings.
- Secures appropriate documentation and evidence.
- Makes arrangements for the appearance of witnesses.
- Assists the I/I with securing defense attorney representation.
- May represent the Department at the hearing, including presenting the charges and/or supporting information, cross examining witnesses, and providing the Parole Board with recommendations regarding the case.

Coordinates with Community Supervision field staff in the development of the final discharge and supervision plan.

- Initiates referrals for post-release services.
- Confers with assigned field staff and the Supervising Offender Rehabilitation Coordinator on cases that meet the criteria for special discharge planning.

- Integrates any additional recommendations made by the Parole Board into the final supervision plan.
- Ensures that the supervision plan is complete and that all required documents are available prior to the established released date.
- Conducts the pre-release interview and explains and provides guidance regarding the conditions of release. Verifies and explains reporting instructions and reviews service appointment information with the I/I.

Attends and/or leads various transitional services informational meetings for I/Is as directed, to include, but not limited to: orientation for new I/Is (Phase I); pre-Parole Board informational sessions; and Transitional Services (Phase III) - Re-entry Preparation.

May serve or act as a chairperson of one or more committees which may evaluate, classify, and program I/Is. In this capacity, prepares information and documentation for review by the committee and/or Central Office staff; may update and review facility procedures and internal controls in assigned accreditation folders for the purpose of maintaining facility accreditation.

Supervising Offender Rehabilitation Coordinator

Supervises a staff of Offender Rehabilitation Coordinators.

- Supervises, trains, and schedules employees; prepares evaluations; and counsels employees as needed; reviews subordinates' work, and time and attendance issues.
- Provides staff development and in-service training to staff.
- Supervises staff in the preparation of the comprehensive release reports, risk and needs assessments, community preparation investigation materials, and related reports for Parole Board appearances and case reviews.

Directs the Guidance Unit in the areas of counseling, specialized treatment, case management and social casework, substance use, aggression, sex offender programming and treatment, orientation, classification, and development of supervision and release/discharge plans.

- Coordinates practices and procedures in accordance with statutes, regulations, and Departmental directives and ensures staff adheres to established Department policies and procedures.
- Coordinates procedures for sex offender registration.
- Reviews all I/I transfers.
- May update and review facility procedures and internal controls in assigned accreditation folders for the purpose of maintaining facility accreditation.

Oversees activities or serves as part of various committees regarding incarcerated individual programming, temporary release, and time allowance.

- May chair Program Committee on a weekly basis to program and review assignments and maintain the Master Job Organization Table.
- Supervises Temporary Release Program activities.
- May supervise I/I organizations.
- May serve on Time Allowance Committees as outlined in Title 7, Chapter 5: Procedures for Standards of Offender Behavior and for Granting Good Behavior Time Allowances.
- May serve as a member of various facility committees.
- Ensures the Program/Earned Eligibility Plan (EEP) is established for every I/I and quarterly assessments of the Program/EEP.

Plans, coordinates, and implements supervision plans for I/Is who meet the criteria of having disabilities and/or special needs.

- Monitors and maintains a system to identify, track, and report on cases requiring special discharge planning services.
- Completes Reasonable Accommodation Referrals per Department policy.
- Assesses special needs cases and establishes a supervision plan timeline.
- Develops and implements a written discharge plan for I/Is who meet the criteria for special discharge planning services and ensures timely release to appropriate community programs.
- Ensures that applications for Social Security Disability, Medicaid, public assistance, and other benefits and services are completed, submitted, and updated.
- Identifies appropriate community resources for I/Is, and advocates for services by preparing, submitting, and updating referral material.

Performs pre-Board, Parole Board, and release/discharge planning services for I/Is in the custody of OCFS and OMH.

Arranges for multi-disciplinary case conferences in order to develop and coordinate implementation of release/discharge plans. Maintains a liaison role with various agencies including OMH and OCFS.

- Arranges interviews for I/Is with service providers and represents the Department during team case reviews with community service providers.
- Tracks out-to-hospital cases and makes arrangements for special Parole Board appearance cases, to include, but not limited to, Medical Parole.

Provides notification and service documents to the field supervision team, and where appropriate, utilizes the Field Supervision team for I/Is who require additional services or specialized treatment.

Writes and submits timely reports and documents related to release/discharge planning.

Attends Parole Board interviews and hearings and oversees operation of hearings.

- Notifies I/Is of the Parole Board appearance or review and arranges for reasonable accommodations as necessary.
- Approves the final Parole Board calendar and provides notification to OMH and OCFS.
- Makes arrangements for the appearances of interpreters, witnesses, and attorneys required to be present for rescission hearings.
- Advises Parole Board panel members regarding cases to be heard and those that must be postponed or adjourned.
- Records the Board of Parole disposition on all required records and documents in accordance with Department policies and procedures.
- Consults with the Board of Parole Commissioners regarding various details in particular case folders, and answers any questions that may arise.

Completes post-Board activities; supervises preparation of disposition reports; distributes disposition reports to OMH and OCFS; and ensures appropriate notification is provided to I/Is.

May assist with, conduct, and/or make determinations on I/I disciplinary hearings.

May be assigned as the FOIL designee, which includes responding both verbally and in writing to correspondence, communication, inquiries, and requests from the general public, attorneys, family members, service providers, public officials, and outside agencies.

Minimum Qualifications

Offender Rehabilitation Coordinator

Open Competitive: either a bachelor's degree and two years of case management and/or service coordination experience in a correctional, criminal justice, or community human services program, providing direct assistance to individuals in resolving significant social, behavioral, and personal problems. This experience must have included at least one of the following: assessing client needs and developing and/or implementing service plans; providing case management and supportive services; making referrals to appropriate service providers; and/or coordinating and/or facilitating services to address identified needs.

OR a master's degree and one year of the experience described above;

OR a J.D;

OR a bachelor's degree and completion of a two-year traineeship.

Supervising Offender Rehabilitation Coordinator

Promotion: one year of service as an Offender Rehabilitation Coordinator (any parenthesis).

Attachment

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibility 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: 7/2026

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Parenthetic Attachment

Offender Rehabilitation Coordinator (Alcohol and Substance Abuse Treatment): provides on-going professional counseling and treatment services to I/Is with problems of alcohol and/or substance use. Incumbents assess I/I needs and problems; develop and implement appropriate person-centered treatment plan for each assigned I/I; continually evaluate the level and quality of participation and progression toward reasonably applied goals for each I/I; and provide any other necessary services to ensure successful treatment. Incumbents work with other facility staff and provide/refer services in a variety of treatment modalities in order to assist the I/I with treatment for substance use by: recruiting; screening; assessment; treatment planning and reviewing; continuing recovery planning; family re-integration planning; and individual and group counseling. In addition, incumbents may interview and provide referral services to releasees with alcohol and/or substance use problems and may consult with parole officers regarding releasees' treatment needs and resources. Incumbents are also responsible for guidance management functions; all mandatory treatment recording; membership on treatment plan review committees; and supervision of assigned Alcohol and Substance Abuse Treatment Program Assistant staff. They may also participate in group educational sessions as a leader or observer and provide training in alcohol or substance use issues.

Supervising Offender Rehabilitation Coordinator (Alcohol and Substance Abuse Treatment): responsible for the overall supervision of the delivery of counseling and case management services involving alcohol and substance use treatment by Offender Rehabilitation Coordinators (Alcohol and Substance Abuse Treatment) and Alcohol and Substance Abuse Treatment Program Assistants in correctional facilities. Incumbents evaluate the effectiveness of the counseling program for alcohol and substance use and the provision of skilled guidance to I/Is with difficult institutional, personal, behavioral, familial, social and educational problems involving substance use; prepare written reports after compiling and assessing appropriate data; chairs Treatment Plan Review Committees; and supervises Offender Rehabilitation Coordinators (Alcohol and Substance Abuse Treatment).

Minimum Qualifications

Offender Rehabilitation Coordinator (Alcohol and Substance Abuse Treatment)

Open Competitive: either a bachelor's degree and current certification as a New York State Credentialed Alcoholism and Substance Abuse Counselor (CASAC);

OR a bachelor's degree and two years of experience providing both individual and group sessions to individuals with substance use and other addictive disorders. Individual sessions experience must have involved establishing ongoing one-to-one therapeutic relationships, conducting assessments, developing and implementing treatment plans, monitoring client progress, and completing discharge planning in

accordance with accepted clinical standards. Group sessions experience must have included planning and facilitating structured group sessions designed to address a range of addictive behaviors, promote recovery, encourage peer support, and deliver evidence-based interventions.

OR a master's degree and one year of the experience described above;

OR a J.D.

Supervising Offender Rehabilitation Coordinator (Alcohol and Substance Abuse Treatment)

Promotion: either one year of service as an Offender Rehabilitation Coordinator (Alcohol and Substance Abuse Treatment);

OR one year of service as an Offender Rehabilitation Coordinator and current certification as a New York State Credentialed Alcoholism and Substance Abuse Counselor (CASAC);

OR one year of service as an Offender Rehabilitation Coordinator and one year of service as an Alcohol and Substance Abuse Treatment Program Assistant.