

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

Tentative Classification Standard

**Occ. Code 8602725**

<b>Assistant Parole Services Program Specialist, Grade 25</b>	<b>8602725</b>
<b>Parole Services Program Specialist, Grade 29</b>	<b>8602750</b>

Brief Description of Class Series

Parole Services Program Specialists develop, direct, coordinate, and evaluate comprehensive programs of rehabilitation services for clients within the Department of Corrections and Community Supervision's (DOCCS) Community Supervision operation within a given region of New York State. Incumbents also align those programs of rehabilitation services to the priorities and intentions of DOCCS and of New York State.

Distinguishing Characteristics

All positions are in the non-competitive jurisdictional class.

*Assistant Parole Services Program Specialist:* full performance level; assists the development and coordination of comprehensive programs of rehabilitation services to clients within the DOCCS Community Supervision operation; represents the Parole Services Program Specialist in negotiations and meetings; ensures that Parole Officers maximize service referrals to community programs; and assists in program and contract development and in contract compliance. Incumbents may serve as overall assistant to a Parole Services Program Specialist within a defined region of the State, specialize in one or more service areas, or do both. Specific areas of specialization include mental health services, sex offender management, general re-entry services, and other areas as identified by DOCCS.

*Parole Services Program Specialist:* supervisory level; under the general supervision of a Regional Director Parole Operations, develops, directs, coordinates, and evaluates comprehensive programs of rehabilitation services to clients within the DOCCS Community Supervision operation, within a given region; works with Parole Officers in assisting the parolee with rehabilitative services in such areas of employment, education, housing, physical health, mental health, alcohol and drug abuse, and family counseling; provides leadership and initiative in program development and direction; and directly supervises Assistant Parole Services Program Specialist staff.

## Related Classes

Positions in the Parole Officer series provide supervision and guidance to an assigned caseload of offenders 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 an offender population under court-imposed sentences.

## Illustrative Duties

### *Assistant Parole Services Program Specialist*

Assists the Parole Services Program Specialist, and the DOCCS Community Supervision operation's central office, in assessing the client services needs of the parolee population and the availability of community resources to address those needs. Develops and makes available to staff resources and training concerning client services.

- Monitors, analyzes, assesses, and seeks to match and align client needs and the available services. Identifies gaps and barriers to same.
- Provides technical assistance to regional staff to facilitate the identification of potential vendors and to solicit vendor interest.
- Represents the Parole Services Program Specialist (including but not limited to in negotiations and meetings).
- Seeks to establish linkages and liaison relationships on behalf of the Parole Services Program Specialist.
- Provides the Parole Services Program Specialist with assessments and reports of deficiencies in the availability or feasibility of client services.
- Keeps professional staff informed of program services.
- Ensures that professional staff maximize service referrals.
- Monitors levels of service referrals.
- Serves as special consultant and resource person to line professional staff in all matters relating to providing client services to parolees.

- Assists in developing an agency-wide program to ensure that all staff members are familiar with the criteria and admission procedure of all residential and nonresidential drug and alcohol treatment facilities.
- Advises the Parole Services Program Specialist of any deficiencies in the availability or feasibility of client services and proposes plans and strategies to remedy those problem areas.
- Maintains an appropriate level of knowledge (especially when a particular area of services, such as mental health or sexual abuse treatment services, is at issue).

In conjunction with Community Supervision management, and supervisory staff and client service agencies, assists in developing and implementing expanded programs for parolees.

- Assists in developing programs targeted at the special needs of incarcerated individuals and parolees based upon identified need areas.
- Assists with development of a network of relationships with institutional pre-release centers in the State.
- Helps to develop a referral system to transitional facility programs in the State.

Assists in developing and implementing contracts for program services. Assures service providers' compliance with contract requirements.

- On behalf of the Parole Services Program Specialist, negotiates program design and scope of services to be provided by contractors.
- Oversees programmatic development and monitoring of contracts.
- Screens referrals to contracted programs.
- Conducts on-site reviews.
- Proposes methods to bring programs into compliance with contract requirements; or recommends adjustment or cancellation of service delivery, and follows up.
- Coordinates activities between Regional and Central Operations Administration and Counsel's Office concerning the submission review and approval of drug treatment proposals and contracts.

### *Parole Services Program Specialist*

In the assigned region, provides support and oversight to all professional staff regarding reentry services.

- Establishes performance targets.
- Assigns work to, supervises, evaluates, rates the performance of, assesses the training and development needs of, and where necessary provides training, supervision, and appropriate guidance to subordinate staff, in relation to services, the provision of services, serious casework problems, and other related issues as may arise.
- Ensures that staff members are conversant with the needs of the client population and are knowledgeable about available and accessible resources.
- Arranges for and monitors the emergency provision of reentry services to parolees with special needs or problems.
- Performs as liaison with Bureau Chiefs and other DOCCS Units to coordinate activities among line staff, to provide a unified and cohesive support network for the client population.

Assesses the needs of the region's parolee population and the availability of community resources to address those needs. Develops and makes resources and training concerning covered services available to staff.

- Monitors the characteristics of the incarcerated individual and parolee population within the assigned geographic area. Monitors the full range of public and private support services available in the various communities within a region on a continuous basis.
- Analyzes and assesses the match between client needs and the availability of services, identifying gaps in service and barriers to service delivery.
- Identifies and utilizes forums to promote improved delivery systems and close gaps in services.
- Represents the Regional Director in negotiations and meetings.
- Performs liaison duties, and fosters ongoing, long-term relationships with the professional criminal justice community within the assigned region.
- Completes assessments and reports of deficiencies in the availability or feasibility of services for the Regional Director.

- Proposes strategies to remedy the problem areas and to meet current and projected needs of parolees being supervised within a region.
- Negotiates uniform referral protocols with reentry services designed to facilitate their availability to parolees, and develops current Resource Directories for staff for each area office.
- Ensures that professional staff maximize service referrals to community programs.
- Serves as a consultant to professional staff in all matters relating to the provision of covered services to parolees.
- Ensures that all staff is familiar with the criteria and admission procedure of all treatment facilities within the region.
- Arranges informational training programs to inform staff and parolees about reentry services available in the region, and to teach staff and parolees how to access services.
- Assists in the development of draft policies, procedures and guidelines related to Reentry issues.
- Identifies the need for potential providers of contract program services.

In conjunction with DOCCS management and service providers, develops and implements new or expanded programs for parolees supervised within the region.

- Develops and implements or assists in implementing (including as needed having a role in funding, budgetary, or service delivery issues) programs targeted at the special needs of incarcerated individuals and parolees.
- Ensures parolees' access to appropriate programs and services.
- Establishes and maintains relationships with institutional pre-release centers, service providers, the criminal justice community, local officials, and other parties as need be, in the region.
- Provides Offender Rehabilitation Coordinators with direction and support to increase incarcerated individual involvement in pre-release programming and to identify areas where additional program development is needed.
- Provides information and training in institutional settings to incarcerated individuals.
- Develops a referral system to transitional facility programs in the region.

Develops, implements, and assures compliance with the requirements of contracts for reentry services or other services to parolees within the assigned geographic area.

- Negotiates program design and scope of services to be provided by contractors.
- Coordinates and oversees the development of contracts for reentry services.
- Participates in the development of Requests for Proposals, Requests for Information, and performs associated tasks, including developing mailing lists.
- Screens referrals to contracted programs.
- Develops and implements a mechanism to conduct regular periodic programmatic monitoring of all contract reentry services, and oversees contract monitoring to ensure contract compliance and to address violations.
- Takes action to bring non-compliant programs into compliance, including recommending adjustment or cancellation of service delivery and following up.

#### Minimum Qualifications

##### *Assistant Parole Services Program Specialist*

Non-competitive: Bachelor's degree and four years of professional experience in a criminal justice agency or social service agency, providing direct services to justice-involved individuals by making assessments of the individuals needs and referring them to multiple treatment programs and/or services in such areas as housing, employment, mental health, or substance abuse that are designed to rehabilitate persons with criminal histories. Substitution: master's degree may substitute for one year of specialized experience.

##### *Parole Services Program Specialist*

Non-competitive: Bachelor's degree and six years of professional experience in a criminal justice or social service agency, providing direct services to justice-involved individuals by making assessments of the individuals' needs and referring them to multiple treatment programs and/or services in such areas as housing, employment, mental health, or substance abuse that are designed to rehabilitate persons with criminal histories. Three years of the experience must have been at a supervisory level. Substitution: master's degree may substitute for one year of specialized experience.

OR

One year of service as an Assistant Parole Services Program Specialist.

**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 the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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