

**CLASS TITLE: DEPARTMENTAL GRIEVANCE COORDINATOR
(CORRECTIONS)**

**Class Code: 02181700
Pay Grade: 28A
EO: B**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for the coordination of inmate grievances in the Department of Corrections; to administer the inmate grievance program and process; to apply a grievance procedure which permits inmates to have access to an orderly, fair, simple and expeditious method of resolving grievances; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of the Director of the Department of Corrections, or his designee with wide latitude for the exercise of initiative and independent judgement; work is reviewed through submitted reports, and conferences for conformance to policies, rules, regulations, laws and departmental objectives.

SUPERVISION EXERCISED: To plan, direct and review the work of subordinates assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for the coordination of inmate grievances in the Department of Corrections; to administer the inmate grievance program and process; to apply a grievance procedure which permits inmates to have access to an orderly, fair, simple and expeditious method of resolving grievances.

To review all decisions made on inmate grievances at the institutional level; to determine whether or not appropriate actions were taken at the institutional level in addressing that particular grievant.

To determine what issues are grievable in accordance with the departmental grievance policy.

To investigate via telephone and personal interviews, inmate grievances.

To determine the validity of an individual inmate grievance.

To interview staff and inmates in order to determine the nature, scope and validity of inmate grievances.

To confer with departmental legal counsel and other administrative staff with regard to legal issues and departmental policy.

To provide technical assistance to institution staff in such areas and development of inmate grievance procedures as interpretation of departmental grievance policies.

To prepare reports and make recommendations for corrective action and to track patterns of inmate grievances.

To train institution staff in inmate grievance issues.

To supervise the grievance process at the facility level.

To perform related duties as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the methods, principles and practices of correctional facility management; a thorough knowledge of the laws, rules, regulations and administrative practices related to the Department of Corrections; the ability to conduct research and investigations into employee-inmate grievance issues; the ability to maintain satisfactory working relationships with appropriate Department of Corrections staff; the ability to study, investigate and interpret grievance procedures and practices; the ability to prepare well organized and precise reports; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college or recognized standing with specialization in criminal justice, corrections, law enforcement, psychology or a closely related field; and

Experience: Such as may have been gained through: considerable employment in a multi-facility correctional environment with some experience in correctional facility management.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: October 18, 1992

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