

## **CORRECTIONAL SERVICES TECHNICIAN - Bilingual**

### DEFINITION

To perform a variety of technical support services in an assigned area. To gather, review, and report to officers or appropriate staff a variety of information pertaining to clients. To perform delegated duties as appropriate for non-certified staff and assist officers in the performance of their duties, as authorized or directed. Depending upon area of assignment in correctional services system, may perform a combination of some or all of the following duties.

### SUPERVISION RECEIVED

Receives general supervision from appropriate officers and/or supervisory staff.

### EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Obtains information from clients; collects risk and other assessment data and notifies appropriate officers of the outcome of assessments.

Assists officers in the coordination of plans for client placement and assignments (e.g., pre-release planning), as appropriate.

Performs ministerial or preliminary tasks.

Contacts friends, relatives and employers of clients to verify information provided and to assist in developing appropriate plans for clients.

With appropriate oversight, prepares and obtains agreements with clients, transfer requests packets, and other administrative documents, as necessary.

Explains program requirements to clients. May coordinate activities of subprograms as assigned, i.e. Day Reporting Center, volunteer coordination, etc.

Makes recommendations to officers on various issues such as appropriate housing, pre-treatment, post-prison release planning, restitution obligations, and eligibility for programs.

Reviews clients' education and work history in order to refer to community resources for appropriate employment and training purposes, as requested.

LANE COUNTY  
Correctional Services Technician – Bilingual (continued)

EXAMPLES OF DUTIES (con't)

Monitors referrals to community agencies, as appropriate.

Updates appropriate internal and external staff regarding clients' progress or non-compliance in treatment programs or other community programs.

Relays violations information to appropriate officers, as received.

Obtains and reviews criminal record on defendants. Prepares and submits related reports and recommendations as required.

Enters, retrieves, and interprets data from various computerized data systems.

Assists with client intake process. May assist with relevant skill trainings.

Tracks and reports clients' compliance to officers.

Encourages clients' appearance for all court hearings. Provides testimony in court, if subpoenaed.

Obtains or monitors collection of specimen samples for laboratory analysis, as appropriate.

Keeps accurate case records and files.

Tracks and reports on INS cases.

Attempts to locate by phone or letter all clients who have failed to make themselves available for the intake process.

Responds to community and client concerns and general inquiries.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Basic knowledge of court systems and of laws, policies and practices pertaining to pre-trial release, custody, and parole.

Basic sociology and psychology as it relates to correctional and judicial administration.

LANE COUNTY  
Correctional Services Technician – Bilingual (continued)

Knowledge of: (con't)

General knowledge of behavior and adjustment problems of criminal clients.

Appropriate community resources, services, and programs.

Modern office procedures and methods and computer equipment.

Ability to:

Apply comprehensive interviewing techniques to elicit, confirm and collect data and information.

Make sound recommendations.

Persuade and motivate clients to comply with court and release conditions.

Enter, access and interpret data in various computer databases.

Work independently with minimal supervision.

Communicate effectively with persons of various ethnic or racial groups and socioeconomic backgrounds.

Deal effectively with persons who may be hostile and abusive.

Maintain accurate records.

Understand and carry out oral and written directions; communicate effectively, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Experience and Training

Training:

Equivalent to the completion of the twelfth grade supplemented by relevant college level course work in criminology, behavioral science, sociology or related field.

LANE COUNTY  
Correctional Services Technician – Bilingual (continued)

Experience:

Two years of responsible experience working with correctional services, including experience working directly with offenders.

Licenses/Certificates:

May require certification in LEDS operation. May require a valid driver's license at time of appointment.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Bilingual designation added 11/21/06

**BILINGUAL “B”**

Bilingual designation is an adjunct classification.

Language: *Spanish*

DEFINITION:

To assist in providing bilingual communication with Limited English Proficient (LEP) persons. Individuals in these classifications do more than self-identify; they have successfully passed a test demonstrating proficiency in both English and the other language administered by the County. The need for the use of the second language in the performance of job duties in this classification has been identified.

EXAMPLES OF DUTIES:

In addition to the regular knowledge, skills, and abilities required of the employee’s main classification, the bilingual duties of this adjunct classification may include, but are not limited to the following:

- Interpreting between English speakers and LEP persons.
- Orally translating documents
- Providing oral assistance
- Providing written assistance, including some written document translation

MINIMUM QUALIFICATIONS:

Knowledge of:

Both languages, demonstrating the ability to convey information in both languages quickly and accurately.

Ability to:

- Communicate clearly and concisely.
- Maintain confidentiality of communications.

EXPERIENCE AND TRAINING:

An equivalent combination of experience and training or demonstrated abilities qualifying the employee or applicant to perform the duties described herein. These skills and abilities may be acquired in various ways; i.e., education and/or bilingual or bicultural experiences.