

**MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION**

**CORRECTIONS RESIDENT REPRESENTATIVE**

**JOB DESCRIPTION**

Employees in this job perform correctional assignments using the methods and procedures required to carry out the disposition of the prisoner disciplinary/dispute resolution process in accordance with prisoners' due process rights. Employees in this job serve either as hearings investigators and/or grievance coordinators at a correctional facility.

There is one classification in this job.

**Position Code Title – Corrections Resident Representative-E**

Corrections Resident Representative E10

This is the experienced level. The employee performs a full range of assignments in a full-functioning capacity. Considerable independent judgment is used to make decisions in carrying out assignments that have significant impact on services or programs. Guidelines may be available, but require adaptation or interpretation to determine appropriate courses of action.

**JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Hearings Investigator

Provides assistance to prisoners as they prepare defenses to charges; may represent prisoners at hearings.

Investigates prisoners' disagreements with Disciplinary Actions (tickets) by interviewing witnesses and examining documentation, and determines if they have merit.

Advises prisoners of their rights, obligations, and responsibilities in administrative hearings and of possible dispositions.

May present available and relevant evidence at administrative hearings through testimony and exhibits.

Prepares and maintains reports and case history files.

Reviews major misconduct reports for compliance with departmental rules and policies.

Conducts special investigations, as required.

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Assists in development of prisoner rules and disciplinary policy.

May assist parole/probation officers by making home checks and employment verifications.

May perform shakedowns of staff and prisoners.

Reviews misconduct incidents for consistency and appropriateness.

May perform custody and security duties.

Performs related work as assigned.

### **Grievance Coordinator**

Processes Step One prisoner grievances.

Logs in and assigns identification number to grievances. Categorizes each grievance for analytical and statistical information.

Reviews prisoner grievances for rejection or acceptance.

Identifies and assigns appropriate staff person to respond to grievances.

Reviews staff responses to grievances for completeness and compliance with departmental policy and procedure, administrative rules, or statutes.

Monitors the grievance process to ensure grievances are processed within the prescribed time limit and in accordance with applicable departmental policy and procedures.

Responds to inquiries from prisoners regarding their grievances and the grievance process in general.

Provides information and makes recommendations to staff regarding the proper handling of grievances.

Prepares and maintains reports and grievance files and records.

May interview staff and prisoners to obtain needed information relative to grievances.

Performs related work as assigned.

### **JOB QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

Considerable knowledge of departmental and facility rules and regulations.

Ability to follow oral and written instructions.

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Ability to interpret rules and regulations and apply to specific cases.

Ability to maintain records and prepare reports.

Ability to communicate effectively.

Ability to maintain favorable public relations.

### **Additional Knowledge, Skills, and Abilities**

#### **Hearings Investigator**

Some knowledge of what constitutes legal evidence.

Some knowledge of administrative hearing procedures.

Some knowledge of laws concerning rights of prisoners.

Considerable knowledge of effective interviewing and investigation techniques.

Considerable knowledge of prisoner disciplinary processes and the pertinent rules.

Ability to analyze case information.

Ability to obtain facts from observation and investigative techniques.

#### **Grievance Coordinator**

Considerable knowledge of the prisoner grievance process and pertinent rules.

Some knowledge of effective interviewing and investigation techniques.

Ability to analyze grievance information.

Ability to handle sensitive and confidential matters.

### **Working Conditions**

Jobs are located in correctional facilities with direct daily contact with prisoners.

Jobs are located in an environment that may be extremely uncomfortable and the work involves a significant chance of incurring a disabling or life threatening injury.

The job duties require the ability to work in a hostile environment.

### **Physical Requirements**

The job duties require the absence of any physical limitation which would impair effective performance as a Department of Corrections employee.

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**Education**

Completion of 15 semester (23 term) credits in one or a combination of the following areas: correctional administration, criminology, psychology, social work, sociology, counseling and guidance, educational psychology, family relations, pastoral counseling, or law enforcement.

**Experience**

Two years of experience equivalent to a Corrections Officer or Corrections Medical Aide, including one year equivalent to the Corrections Officer 9 or Corrections Medical Aide 9.

**Special Requirements, Licenses, and Certifications**

Satisfactory completion of the Department of Corrections annual re-certification and training programs.

The Department of Corrections will not hire individuals who have been convicted of a felony or who have felony charges pending, in accordance with Public Act 140 of 1996.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

**Job Code**  
CORRESREP

**Job Code Description**  
Corrections Resident Representative

**Position Title**  
Corrections Resident Representative-E

**Position Code**  
CORRESREP

**Pay Schedule**  
C12-005

ECP Group 1  
Revised 6/1/06  
TeamLeaders