

**POSITION DESCRIPTION  
SOCIAL SERVICE ASSISTANT IV**

**I. IDENTIFYING INFORMATION**

Position Number: 121580  
Department: Public Safety  
Division: Institutions  
Branch: Halawa Correctional Facility  
Section: Residency  
Unit: Counseling Sub-Unit  
Geographic Location: Halawa, Oahu

**II. INTRODUCTION**

Under the general supervision of the head of the respective residency unit, counsels inmates and provides casework services.

The primary purpose of this position is to assist the professional case management staff in providing monitoring and limited casework services to adult sentenced felons. In essence, this position functions as an assistant to a senior-level professional social worker.

**III. MAJOR DUTIES AND RESPONSIBILITIES**

- A. Monitoring and Providing Services 70%
1. Assist with preparing and organizing of case files for professional case management staff including maintaining an alphabetical list by inmate name and the services that is to be performed.
  2. Assist professional case management staff by reviewing approved treatment plans which were developed to address offender's needs and extracting information needed for the programs.
  3. Assist professional case management staff by ensuring compliance to departmental policies regarding segregated inmates and adjustment committee requirements, which includes serving as a liaison and conducting face-to-face inmate interviews to explain Departmental policies, forms or documentation that is mandated for retention.
  4. Reports orally and/or in writing on information or impressions obtained during the course of an inmate interview or adjustment hearing to assist the professional case management staff in evaluating an inmate's adjustment while incarcerated.
  5. Maintains a perpetual list of urinalysis testing results (normally received within seven [7] days) by inmate name, date of collection and hearing dates for positive outcomes of alcohol or drug use, and updates this list as needed.

6. Reviews and distributes inmate request forms, which is required as a mode of inmate communication, for direct responses and/or for research purposes
  7. Conduct an assessment of each request and makes telephone contact with the proper entities to immediately address inmate concerns of an emergent nature such as a health crisis, a death in the immediate family, fulfilling court orders or statutory requirements, etc.
  8. Arranges office conferences, as deemed necessary, to gather information to address multiple inmate requests on related matters, which may include the section, branch, division and/or departmental personnel, or the public and other agencies.
- B. Recordkeeping 25%
1. Completes standardized forms as required by division/branch policies and office procedures.
  2. Maintains organized case notes in electronic database and/or official hard case file.
  3. Prepares referral forms for substance abuse, mental health referrals and other human services program, when appropriate.
  4. Prepares correspondence, caseload statistics and other reports as required.
  5. Reviews and verifies the legal documents involved in the offender's case.
  6. Enters data into the various computer systems as needed to update offender information.
  7. Performs special tasks or prepare special reports as required.
- C. Other Related Duties 5%
1. Participates as a panel member of an adjustment hearing committee.
  2. Participates in orientations and training sessions.
  3. Performs other related duties as assigned.

#### IV. CONTROLS EXERCISED OVER THE WORK

##### A. Supervisor

Position Number: Various as housing unit assignments may be rotated

\*Essential duties are underlined.

Class Title: Corrections Supervisor I

**B. Nature of Supervisory Control Exercised Over the Work**

1. Instructions Provided

Specific instructions or procedures, covering what to do and how to do it, are provided for each kind of assignment.

2. Assistance Provided

The incumbent is required to perform all work assignments and is expected to inform the supervisor when unforeseen events or circumstances require significant changes such as matters which conflict with procedure, rules and regulations, etc.

3. Review of Work

The supervisor checks all work in progress periodically to be sure that it is progressing satisfactorily and that the correct methods and procedures are being followed.

**C. Nature of Available Guidelines Controlling the Work**

1. Policy and Procedural Guides Available.

- Federal Laws and Regulations (e.g., Occupational Safety and Health Administration [OSHA], Americans with Disabilities Act [ADA], Family/Medical Leave Act, etc.)
- Hawaii Revised Statutes
- Departmental Policies and Procedures
- Branch Policies and Procedures
- Standards of Conduct

2. Use of Guidelines

Procedural guidelines cover most situations. Additional guidance in unusual situations is provided by the assigned supervisor on a case-by-case basis.

**V. RECOMMENDED QUALIFICATIONS**

A. Knowledge of:

- Basic skills in reading, writing and speaking;
- Functions and activities of a specific social service program;

\*Essential duties are underlined.

- General policies, procedures, programs and activities of the Department of Public Safety and Halawa Correctional Facility policies and procedures;
- General knowledge of the needs, problems, and attitudes of clients;
- Knowledge of community resources and their utilization;
- Some knowledge of interviewing techniques;
- General knowledge of criminal justice processes;
- Pertinent Federal, State and County Laws, ordinances, rules and regulations;
- General knowledge of the methods and techniques of social work; and
- Knowledge of various social, psychological, economic and emotional factors influencing behavior and attitudes of individuals; knowledge of substance abuse.

B. Skills/Abilities:

Ability to:

- learn the goals;
- search for and locate required information from a wide varied of sources;
- work independently and follow oral and written instructions;
- control group situations;
- perform a variety of clerical tasks, including typing, filing, and preparing written reports;
- communicate effectively with clients;
- analyze situations rapidly and take appropriate action;
- exercise courtesy, diplomacy and firmness in enforcing regulations;
- collect, evaluate and interpret facts and recommend courses of action; and
- maintain an objective and emotionally stable attitude in meeting distressing situations presented by individuals and/or families.

C. Skills:

- In operating Microsoft Office applications including Word and Excel
- Establish and maintain favorable relationships with clients or tenants.

D. Education:

High school diploma or equivalent.

E. Specialized Experience:

Three (3) years of experience in providing supportive services to social workers, vocational rehabilitation specialist, public housing managers or other professional workers in such programs as public welfare, family court, vocational rehabilitation, and public housing; e.g. performing clerical tasks in processing various documents, transporting clients and materials to and from various destinations, explaining to clients or tenants and the services available, assisting in overseeing group activities.

In addition, applicants must show that they possess the ability to perform effectively with minimum directions and/or supervision,

*Preferred:* Specialized experience in working with clients in a correctional institution or community corrections setting.

**VI. TOOLS, EQUIPMENT AND MACHINES**

Common Office Appliances such as computers, typewriters, facsimile machines, photocopy machines, paper shredders, TTY machines (hearing impaired), etc.

**VII. WORKING CONDITIONS**

This position is located in a correctional facility and has contact with inmates and the general public.