

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

PROGRAM SUPPORT SUPERVISOR - DOC

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future paraprofessional supervisor positions that function as supervisors of program support functions in the Department of Corrections. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future; rather, it is designed to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses supervisory positions that provide paraprofessional support assistance of considerable difficulty to a program or a distinct segment of a program within the Department of Corrections. Positions perform both generalized and specialized supervisory support assistance functions in a wide range and combination of activities for a program or distinct segment of a program of considerable size and scope. Positions supervise employees performing administrative support functions. Positions allocated to this classification must meet the statutory definition of supervisor as defined in s.111.81 (19), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of supervisor as defined in s. 111.81 (19) Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions that function as a professional supervisor in a program area for a majority of the time and are more appropriately classified pursuant to a professional supervisory classification.

3. Positions not located within the Department of Corrections.
4. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter this classification by competitive examination.

E. Terms Used in this Classification Specification

Considerable Difficulty: Refers to duties which require independent judgement; many factors must be considered and weighed before a decision can be reached. Work of considerable difficulty requires that the position plan, develop or coordinate activities or programs, or part(s) thereof and direct or coordinate other administrative support employees.

Paraprofessional: A type of work closely related to and resembling professional work, with a more limited scope of functions, decision making, and overall accountability. A paraprofessional position may have responsibility for segments of professional-level functions but is not responsible for the full range and scope of functions expected of professional positions.

Program: An ongoing set of coordinated activities carried out by a number of staff, aimed at providing a specific service or benefit to a specific group, organization, or group of organizations. A program has a unique set of policies, regulations, or procedures; a unique set of activities to be performed in providing the service or achieving the program's goals; and unique set of staff performing generalized or specialized duties. A program involves a variety of specific projects or functions, coordinated to achieve a program's objectives.

## II. DEFINITIONS

### PROGRAM SUPPORT SUPERVISOR - DOC

Positions allocated to this classification are located in the Department of Corrections and provide paraprofessional support assistance of considerable difficulty to a program or a distinct segment of a program. Positions perform both generalized and specialized supervisory support assistance functions in a wide range and combination of activities for a program or a distinct segment of a program of considerable size and scope. Positions provide supervisory and administrative support to the Community Corrections program function as an office manager; coordinate and maintain social services records and databases; and supervise administrative support staff providing services to a Corrections Field Supervisor. In DOC institutions, positions provide staff support services to a Deputy Warden, a Security Director, or a Treatment Director and may provide support to the inmate complaint system. In the Central Office positions provide ongoing development of the Department's statewide Sex Offender Registry, or are responsible for similar functions in terms of complexity, independence and staff supervised. Work is performed under general supervision.

#### Representative Positions:

Division of Community Corrections: Under the general supervision of a Corrections Field Supervisor these positions are responsible for coordinating office management and administrative operations including developing and monitoring operating procedures for fax, copiers, phones, voicemail, safety

and emergencies, purchasing of telephone equipment, establishing work schedules, verifying timesheets, preparing personnel paperwork, serving on committees, and training staff in use of office equipment. Oversight of the maintenance of offender driven data systems including insuring that workload points in the Case Classification Ledger, offender detention records, and Audit Supervision Fee Reports are accurate, and develop and maintain follow system for revocation packets. Directs the maintenance of offender driven data systems and supervises program support staff for one or more unit offices.

Division of Juvenile Corrections: Under general supervision these positions are responsible for a combination of the following duties: evaluate Information Processing Center (IPC) staff, coordinate activities, monitor staff schedules, and develop policies and procedures for IPC operations. Provide training, coordinate use of the Juvenile Justice Information System (JJIS), use system to develop different types of reports, resolves problems, participate on JJIS oversight committee, and function as a “super user” providing training to staff. Coordinate and monitor all records in the Social Services Department serving as a Records Custodian for Social Services files, respond to open record requests and propose guidelines. Develop and maintain orientation materials for the reception program in video, audio and written formats, arrange for translation into Spanish as needed, order supplies, and provide orientations. Maintain Victim Notification Manual, coordinate distribution of new or revised policies, train staff in procedures, and supervise the victim notification process at the institution.

Division of Adult Institutions: Under general supervision these positions are responsible for a combination of the following duties: supervise support staff, interview and schedule employees, assign work, evaluate employees, and develop training programs. Develop and implement work plans, establish operating procedures, and effective communications with institution and department staff, revise clerical office procedures, maintain and inventory unit equipment; coordinating and updating master files for Emergency Preparedness Manuals, unit and security department polices and procedures, the computer based correspondence program, the incident report program, the inmate due process system, area Emergency Post Orders for Security Unit, and security custody rating for inmate and job assignments for inmates. This position ensures reception, storage, maintenance, use and transfer of inmate social service files. Additional responsibilities may include developing and submitting the weekly Climate Reports, maintaining files, responding to inmate interview requests, communicating with the public, preparing reports and memoranda, designing new forms and reports, supervising inmate clerks, and providing support to institution social workers,

### **III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

### **IV. ADMINISTRATIVE INFORMATION**

These classifications were created effective October 6, 2002, and announced in Bulletin MRS-SC-143 to describe positions located exclusively in the Department of Corrections that were formerly classified as Program Assistant Supervisor, Program Assistant Supervisor-Advanced and Program Assistant Supervisor/Confidential-Advanced.