

DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT
STATE OF HAWAII

..... 17.572

Specifications for the Class:

INTAKE SERVICE CENTER ADMINISTRATOR

CLASS DISTINGUISHERS

This class serves as a division chief responsible for administering the operations of all Intake Service Centers through subordinate managers. Such responsibility involves developing and directing the implementation of goals, objectives, policies, standards and procedures; integrating and coordinating services with other divisions and agencies; and identifying and justifying resource and other operating requirements and formulating budget and expenditure requirements.

The Intake Service Centers, which are located on the islands of Oahu, Hawaii, Maui, and Kauai, provide facility intake, pretrial diversion and/or pretrial supervision services to adult defendants that have been arrested and charged with a criminal offense. Intake services for newly admitted offenders into the correctional facilities include assessment and screening for medical problems, psychiatric conditions, suicide risk, etc., referral for appropriate services (such as substance abuse or mental health counseling/treatment), and security classification to determine initial housing assignment. Casework services are provided to pretrial offenders and to those who are recommended for alternative placement in lieu of incarceration based on assessment needs. Pre-trial and pre-sentence offenders who qualify for supervised release are monitored and referred to appropriate programs, such as drug testing and counseling.

The Intake Service Centers work with representatives from various criminal justice agencies (e.g., the courts, public defender's offices, county police departments and prosecutor offices and correctional facilities), social service providers, community diversionary program agencies and other organizations in developing and coordinating pretrial services and alternative programs.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)*

1. Establishes division goals, objectives and standards, and develops policies and procedures for statewide implementation.
2. Evaluates program standards, scope and content for adequacy and effectiveness in meeting goals and objectives; implements changes to standards, policies and procedures as necessary.

3. Integrates and coordinates services with other divisions and agencies to ensure optimum delivery of services.
4. Plans, develops and coordinates divisional strategic plans and branch operational plans.
5. Provides technical consultation on pretrial issues to all stakeholders such as the Governor, Legislature, criminal justice agencies and community organizations.
6. Plans, directs and coordinates the provision of pretrial diversionary programs as an alternative to incarceration.
7. Reviews the organizational structure of the division for efficiency in operations and optimal performance; proposes organizational changes if deemed necessary; and justifies additional staffing and/or resources needed to effectuate the reorganization.
8. Plans and coordinates a divisional management information system to collect data needed to prepare reports, and for planning and decision making purposes.
9. Supervises and instructs subordinate supervisors in achieving planned objectives; develops and communicates operating standards to staff in accordance with established policies and procedures; reviews training needs of staff and provides for staff development; approves/disapproves personnel actions; evaluates the work performance of subordinates; counsels and disciplines staff as necessary and handles grievances.
10. Plans, prepares and justifies the division's biennial and multi-year program budgets.
11. Reviews and approves/disapproves expenditure plans submitted by Intake Service Centers; assumes responsibility for and maintains fiscal control of all expenditures for the division.
12. Establishes and maintains effective working relationships with the courts, the Public Defender's Office, county police departments and prosecutor offices, and other federal and state criminal justice agencies in coordinating programs and services.
13. Arranges and participates in inter-agency conferences on topics related to the division's functions.

KNOWLEDGE AND ABILITIES REQUIRED: The knowledge and abilities required in order to effectively perform the key duties for this class are indicated in the following table. The degree of each knowledge and ability required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in the class.

“P” indicates prerequisite knowledge and abilities, which must be brought to the job. “A” indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.

KNOWLEDGE OF:		
1.	Federal and state laws, rules, regulations, policies and procedures pertinent to pretrial services	A
2.	Principles of human behavior	P
3.	Evidence-based practice and strategies in the field of community corrections	P
4.	Organization, function, policies and procedures of the Intake Service Center program	A
5.	Alternative programs and community resources for offenders	A
6.	Policies and procedures of the inmate classification system	A
7.	Court procedures and the adjudication process	P
8.	Agencies in the criminal justice system and their functions	P
9.	Basic laws of the penal code	P
10.	Principles and practices of supervision, management and administration	P
ABILITY TO:		
1.	Formulate and evaluate program plans, policies, goals and objectives	P
2.	Establish and maintain cooperative, collaborative and effective working relationships with departmental personnel, public and private groups, agencies and organizations, including legislative committees	P
3.	Communicate effectively, orally and in writing	P
4.	Prepare clear and concise reports	P
5.	Review statistical information; analyze and interpret data	P
6.	Administer personnel, fiscal, and budgetary functions	P
7.	Administer the statewide Intake Service Center program	P
8.	Promote philosophy, concepts and trends of pretrial services programs	P

MINIMUM QUALIFICATION REQUIREMENTS

Basic Education/Experience Requirements

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience as described under Specialized Experience below, or any other responsible administrative, professional or analytical work experience that provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

Experience Requirements

Applicants must have had experience of the kind and quality described in the statements below and in the amounts specified, or any equivalent combination of training and experience.

Specialized Experience: Three (3) years of progressively responsible professional work experience in evaluating, developing, implementing or coordinating programs or operations dealing with the redirection, rehabilitation, intervention and/or recidivism of criminal offenders, or other related issues.

Supervisory Experience: Two (2) years of supervisory work experience which included: 1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance.

Managerial/Administrative Experience: One (1) year of professional work experience which involved responsibility for identifying program goals and objectives and evaluating their attainment; identifying resource needs (staffing, materials, equipment); planning, organizing and coordinating program activities to attain program objectives within time, resource and budgetary limitations; and actively participating in program planning, policy determination and budget formulation and execution.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

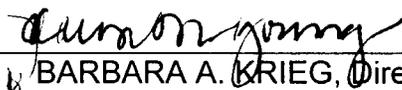
Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

This is the first class specification for the new class INTAKE SERVICE CENTER ADMINISTRATOR.

DATE APPROVED: 3/12/13



BARBARA A. KRIEG, Director
Department of Human Resources Development