

## Health and Human Services Enterprise

## Position Description

TO: Service Center Classification Office

<b>I. POSITION DATA:</b>	
Position Number(s):	<b>00084141</b>
Functional Job Title:	<b>Operations Specialist</b>
Class Title:	<b>Program Specialist VI</b>
Class Number:	<b>1575</b>
Salary Schedule/Group:	<b>B23</b>
FLSA Status:	<b>Exempt</b>
Work Location:	
HHSAS Department Name:	
HHSAS Department ID Number:	
Bureau/Facility/Division:	
Agency:	<b>Texas Civil Commitment Office</b>
<b>II. IMMEDIATE SUPERVISOR OF POSITION:</b>	
Supervisor's Name:	<b>Jessica Marsh</b>
Supervisor's Employee ID Number:	<b>00000255391</b>
Supervisor's Position Number:	<b>000084117</b>
Supervisor's Phone Number:	<b>(512) 341-4633</b>
<b>III. GENERAL DESCRIPTION:</b>	
Brief Job Description:	
<p>The Program Specialist VI serves as the Texas Civil Commitment Office (TCCO) Operations Specialist. The TCCO Operations Specialist oversees the contractor's operations and security at the Texas Civil Commitment Center, a confined facility for the treatment of civilly committed sexually violent predators. The Operations Specialist also serves as TCCO's primary grievance investigator and is responsible for the oversight of the client grievance program. The Operations Specialist is responsible for investigating and reviewing all serious incidents and must be able to draw conclusions and identify appropriate corrective actions to be taken. The Operations Specialist serves as TCCO's liaison with local and statewide law enforcement officials. The Operations Specialist is on-call 24 hours a day, 7 days a week to respond to incidents involving the Texas Civil Commitment Center or TCCO clients. Performs additional duties as assigned.</p>	
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Approved By:	
Date Approved:	

**IV. ESSENTIAL JOB FUNCTIONS (EJF):** List in order of importance the essential job functions. Following each EJF, indicate in parentheses ( ) the percentages of time spent. Percentages should be in increments of 5% and not exceed 100%.

Attends work on a regular and predictable schedule in accordance with agency leave policy and performs other duties as assigned.

(40%) Provide advanced consultative services and technical assistance work which involves planning, developing and implementing operational aspects of the secure treatment facilities and the sex offender civil commitment program. Oversees the security operations of the secure treatment facility by conducting inspections and reviews of secure treatment facilities housing civilly committed sex offenders to determine compliance with the contract, court orders, laws, regulations, and policies and procedures and takes corrective action as needed. Oversees the secure treatment facilities to include analyzing operations and contractor staff eligibility for employment, observing activities and staffing patterns during on-site visits, examining records, interviewing contract staff, agency staff and civilly committed sex offenders. Oversees and monitors required administrative and performance reports and recommends appropriate changes to programs and policies. Oversees studies and analyzes operations and problems and prepares reports of findings and recommendations for corrective action on behalf of management. Analyzes trends and resolves problems in order to produce a more effective program. Responsible for ensuring that the conditions of secure treatment facilities are safe, secure and humane.

(20%) Provide consultative and technical assistance to agency management, agency staff, governmental agencies, community organizations, law enforcement, contractor staff or the general public. Train, leads and prioritizes the workload of agency staff regarding operations of secure treatment facilities and contractor boundaries. Communicates with client families to discuss program requirements at the secure treatment facility. Coordinates with local law enforcement, the contractor and the Texas Department of Public Safety (DPS) regarding Texas identification card laws and rules for civilly committed sex offenders and sex offender registration, to include scheduling, transportation and security of the operations. Utilizes decision making skills when working with outside entities relative to program and facility operations. Meets with senior level local law enforcement and DPS to ensure all parties are aware of facility operations and emergency operations. Reviews legislation to determine the applicability and effect of new or proposed legislation. Represents the agency at meetings.

(20%) Develops program policies related to the secure treatment facility with an emphasis on security and emergency operations. Implements legislation affecting the agency. Prepares justifications for implementing procedural and policy changes. Formulates and implements management policies. Oversees and analyzes the contractor policies to ensure compliance with laws, rules, regulations and agency policies, provides feedback and is ultimately responsible for the approval of such policies. Participates in preparation of Request for Proposal (RFP) for program and housing related contracts, serves as member of the RFP review process and acts as a member of the negotiation process. Provides recommendations and justifications for contract negotiations, amendments and renewals.

(20%) Investigates allegations of policy and procedure violations and documents findings and resolutions on behalf of executive management. Prepares statistical and administrative reports. Oversees the grievance and disciplinary process for clients and interviews clients and staff relative to grievances filed. Responds to emergencies as needed. Must be available to assist the Director 24 hours a day, 7 days a week. Performs additional duties as assigned at the request of the Director or designee.

<b>Total Time Spent:</b>	<b>100%</b>
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**V. LICENSURE, CERTIFICATION, OR REGISTRATION REQUIRED:**

List the licensure, certification, or registration required to perform this job:

Bachelor's degree from an accredited college or university with major course work in Criminal Justice, Corrections or a related field preferred. Experience in security operations of a secure facility required. Four years of contract monitoring experience preferred.

OR

Associates degree from an accredited college or university with major course work in Criminal Justice, Corrections or a related field preferred. Experience in security operations of a secure facility required. Six years of contract monitoring required.

**VI. KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

List the knowledge, skills, and abilities critical to performance in this position:

Knowledge: Knowledge of security operations for secure facilities; knowledge of the principles of program monitoring; knowledge of applicable state and federal laws, rules and regulations; knowledge of agency; knowledge of emergency response process for secure facilities to include escapes, disturbances, deaths and natural disaster; knowledge of the contract and procurement process, negotiation process; knowledge to develop contracts; knowledge to develop policies and procedures; knowledge of grievance programs; knowledge of client disciplinary processes, knowledge of sex offenders.

Skills: Skill to review technical data and prepare technical reports; skill in administrative problem solving; skill to communicate ideas and instructions clearly and concisely, skill to communicate and coordinate with other staff, departments, officials, agencies, organizations and the public; skill to interpret and apply rules, regulations, legislation, policies and procedures and use discretion in interpreting; skill to identify compliance with policies, procedures, rules, regulations, contract standards and guidelines; skill to develop policies and procedures; skill in the use of computers and related office equipment; skill to gather, assemble, correlate and analyze facts and devise solutions to problems; skill in handling multiple projects or assignments at one time; skill in conducting investigations; skill to train others; skill to prepare and maintain accurate records, files and reports.

Abilities: Ability to interpret state statutes, rules and regulations; ability to organize and complete work in a timely fashion; ability to work independently and as a team member; ability to compose clear and concise reports; ability to facilitate meetings; ability to provide consultative services to professionals and agencies; ability to gather, assemble, correlate and analyze facts; ability to develop, evaluate and interpret policies and procedures.

**VII. ENVIRONMENTAL/HAZARD DEMANDS OF ESSENTIAL JOB FUNCTIONS:**

Place an 'X' after all work site and environmental conditions that apply to this job.

**A. Working:**

Travel (indicate % of time):	<b>80%</b>	Irregular hours.	<b>X</b>
Indoors.	<b>X</b>	Outdoors.	<b>X</b>
On ladders or scaffolding.	<b>X</b>	With sharp instruments.	
With moving vehicles/objects.	<b>X</b>	With hands in water.	
Around machines with moving parts and objects.	<b>X</b>	With fire, boilers, or large hot stoves.	
Other (specify):			

Place an 'X' after all work site and environmental conditions that apply to this job.

**B. Exposure to:**

Excessive heat.	<b>X</b>	Excessive cold.	<b>X</b>
Excessive humidity.		Excessive dampness.	
Dry atmosphere.	<b>X</b>	Excessive noise.	
Constant noise.	<b>X</b>	Dust/mites.	
Fumes, smoke, or gases.		Grease, oils, and combustibles.	
Acidic/caustic solutions.		Silica, asbestos, etc.	
Cleaning supplies/abrasives and solvents (degreasing agents).		Pesticides.	
Human blood, body fluids, tissue or wastes.	<b>X</b>	Animal blood, body fluids, tissue or wastes.	
Biomedical waste.		Biological agents.	
Electrical energy.		Radiant energy.	
Vibration.		Other (specify):	

**VIII. PHYSICAL DEMANDS OF ESSENTIAL JOB FUNCTIONS:****A. Enter the maximum number of pounds required in the next four blocks:**

Lifting (indicate number of pounds):	<b>40</b>	Carrying (indicate number of pounds):	<b>40</b>
Pulling (indicate number of pounds):	<b>40</b>	Pushing (indicate number of pounds):	<b>50</b>

**B. Place an 'X' after all physical demands required to perform the essential job functions.**

Repeated bending.	<b>X</b>	Reaching above the shoulder.	<b>X</b>
Simple grasping.	<b>X</b>	Dual simultaneous grasping.	<b>X</b>
Finger/manual dexterity.	<b>X</b>	Sitting.	<b>X</b>
Standing.	<b>X</b>	Walking.	<b>X</b>
Crawling.	<b>X</b>	Twisting upper body.	<b>X</b>
Kneeling.	<b>X</b>	Stooping.	<b>X</b>
Climbing stairs.	<b>X</b>	Climbing ladders.	<b>X</b>
Vision.	<b>X</b>	Hearing.	<b>X</b>
Other (specify):		Other (specify):	