

CORRECTIONS

Broad Occupational Category - 66

DUTIES AND RESPONSIBILITIES

- *Conduct security audits and inspections to ensure compliance with regulations.*
- *Direct day-to-day operations of correctional facilities or programs.*
- *Review and analyze incident reports, operational data, and compliance metrics.*
- *Maintain security, custody, and control of inmates.*
- *Monitor and enforce institutional rules, policies, and procedures.*
- *Respond to inmate disturbances, emergencies, riots, or natural/man-made disasters.*
- *Operate and maintain security and emergency equipment (firearms, riot control, surveillance).*
- *Coordinate emergency response and preparedness operations.*
- *Provide leadership in crisis or critical situations.*
- *Draft, review, and update policies, procedures, post orders, manuals, and checklists.*
- *Confer with internal and external stakeholders regarding operations, policy, or program concerns.*
- *Direct and oversee the proper use and maintenance of buildings, grounds, and equipment.*
- *Identify training needs and coordinate pre-service and in-service training.*
- *Mentor and counsel staff regarding policy, operations, and performance expectations.*
- *Communicate with inmates, families, and the public to maintain relationships.*

NEBRASKA

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COMPETENCIES

- **Ethics and Values:** Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Conflict Management:** Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.
- **Patience:** Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Action Oriented:** Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Dealing With Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Approachability:** Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

- **Composure:** Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Decision Quality:** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Innovation Management:** Is good a bringing the creative ideas of others to market; has good judgment about which creative ideas and suggestions will work; has a sense about managing the creative process of others; can facilitate effective brainstorming; can project how potential ideas may play out in the marketplace.
- **Motivating Others:** Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
- **Building Effective Teams:** Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.
- **Planning:** Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.

SMART Goal Prompting Questions

Conduct security audits and inspections to ensure compliance with regulations

- What actions could you take to improve the thoroughness, consistency, and effectiveness of security audits and inspections?
- How will you measure success, such as reducing repeat findings, identifying risks earlier, improving compliance rates, or completing corrective actions more quickly?
- What inspection checklists, audit tools, technology, training, or quality-control processes could strengthen security inspections?
- How do effective security audits support safety, regulatory compliance, institutional security, and accountability?
- By what date or inspection cycle will you aim to improve security audit and inspection practices?

Direct day-to-day operations of correctional facilities or programs

- What strategies could you use to improve the efficiency, safety, consistency, and effectiveness of daily facility or program operations?
- How will you measure success, such as improved operational performance, fewer disruptions, better staffing coverage, or achievement of program objectives?
- What operational procedures, performance measures, communication practices, or scheduling tools could strengthen daily management?
- How does effective operational leadership support safety, security, staff performance, and successful facility or program outcomes?
- By what date or operational review cycle will you aim to improve daily operations?

Review and analyze incident reports, operational data, and compliance metrics

- What actions could you take to improve the analysis and use of incident, operational, and compliance data?
- How will you measure success, such as identifying trends earlier, reducing recurring incidents, improving compliance, or strengthening operational decisions?
- What dashboards, data-analysis tools, trend reports, or review processes could strengthen your analysis?
- How does effective analysis of operational data support informed decision-making, risk reduction, and facility safety?
- By what date or reporting cycle will you aim to improve data analysis practices?

Maintain security, custody, and control of inmates

- What steps could you take to strengthen the safety, security, consistency, and effectiveness of inmate custody and control practices?
- How will you measure success, such as reducing security incidents, improving compliance with procedures, or identifying potential risks earlier?
- What security procedures, technology, training, communication practices, or monitoring tools could strengthen custody operations?
- How does effective custody and control support institutional safety, staff security, and the safe operation of correctional facilities?
- By what date or security review cycle will you aim to improve custody and control practices?

Monitor and enforce institutional rules, policies, and procedures

- What strategies could you use to improve consistent monitoring and enforcement of institutional rules and procedures?
- How will you measure success, such as improved compliance, fewer recurring violations, reduced inconsistencies, or stronger staff understanding of expectations?
- What training, monitoring tools, policy reviews, or accountability processes could strengthen enforcement?
- How does consistent application of institutional rules support safety, fairness, accountability, and effective facility management?
- By what date or compliance cycle will you aim to improve policy and procedure enforcement?

Respond to inmate disturbances, emergencies, riots, or natural/man-made disasters

- What actions could you take to improve preparedness and response to disturbances, emergencies, disasters, and other critical events?
- How will you measure success, such as faster response times, improved coordination, successful exercises, or reduced operational impacts?
- What emergency plans, drills, communication protocols, training, or after-action reviews could strengthen emergency response capabilities?
- How does effective emergency response support the safety of inmates, staff, visitors, and the surrounding community?
- By what date or exercise cycle will you aim to improve emergency response readiness?

Operate and maintain security and emergency equipment

- What steps could you take to improve the readiness, reliability, and safe operation of security and emergency equipment?
- How will you measure success, such as fewer equipment failures, improved inspection results, timely maintenance, or increased readiness?
- What preventive maintenance schedules, inspection checklists, equipment inventories, or operator training could strengthen equipment management?
- How does reliable equipment support staff safety, institutional security, and effective emergency response?
- By what date or maintenance cycle will you aim to improve equipment readiness?

Coordinate emergency response and preparedness operations

- What strategies could you use to improve emergency preparedness, response coordination, and communication among staff and partner agencies?
- How will you measure success, such as improved exercise results, faster coordination, fewer communication gaps, or completion of preparedness objectives?
- What emergency plans, drills, communication systems, mutual-aid agreements, or after-action reviews could strengthen preparedness?
- How does effective emergency coordination support continuity of operations and protection of staff, inmates, and the public?
- By what date or preparedness cycle will you aim to improve emergency coordination?

Provide leadership in crisis or critical situations

- What actions could you take to strengthen your ability to provide clear, calm, and effective leadership during crises?
- How will you measure success, such as improved response coordination, faster decision-making, successful incident outcomes, or positive after-action evaluations?
- What leadership training, scenario-based exercises, incident command practices, or decision-making tools could strengthen crisis leadership?
- How does effective crisis leadership support safety, stability, and confidence during critical incidents?
- By what date or training/exercise cycle will you aim to improve crisis leadership capabilities?

Draft, review, and update policies, procedures, post orders, manuals, and checklists

- What steps could you take to improve the accuracy, clarity, consistency, and usefulness of correctional policies and operational guidance?
- How will you measure success, such as reducing outdated procedures, improving staff compliance, reducing errors, or completing scheduled reviews on time?
- What policy-review schedules, staff input, regulatory updates, or document-management tools could strengthen policy development?
- How do current and clearly written procedures support consistent operations, safety, security, and accountability?
- By what date or policy review cycle will you aim to update or improve designated policies or procedures?

Confer with internal and external stakeholders regarding operations, policy, or program concerns

- What actions could you take to improve communication, collaboration, and problem-solving with internal and external stakeholders?
- How will you measure success, such as faster resolution of concerns, improved stakeholder understanding, fewer communication issues, or stronger partnerships?
- What meeting structures, communication protocols, stakeholder feedback methods, or issue-tracking tools could strengthen collaboration?
- How does effective stakeholder communication support facility operations, problem resolution, and public confidence?
- By what date or stakeholder engagement cycle will you aim to improve communication practices?

Direct and oversee the proper use and maintenance of buildings, grounds, and equipment

- What strategies could you use to improve the safety, condition, maintenance, and operational readiness of correctional facilities and equipment?
- How will you measure success, such as reducing maintenance backlogs, improving inspection results, reducing equipment downtime, or completing preventive maintenance on schedule?
- What maintenance schedules, asset-management tools, inspection procedures, or contractor oversight practices could strengthen facility management?
- How does effective facility and equipment management support security, safety, operational continuity, and responsible stewardship of resources?

- By what date or maintenance cycle will you aim to improve facility and equipment management?

Identify training needs and coordinate pre-service and in-service training

- What actions could you take to better identify employee training needs and ensure staff receive appropriate training?
- How will you measure success, such as improved training completion rates, increased competency, fewer recurring errors, or improved performance evaluations?
- What skills assessments, training needs analyses, learning plans, or post-training evaluations could strengthen workforce development?
- How does effective training support staff readiness, safety, policy compliance, and successful correctional operations?
- By what date or training cycle will you aim to improve training needs identification and coordination?

Mentor and counsel staff regarding policy, operations, and performance expectations

- What steps could you take to strengthen coaching, mentoring, feedback, and communication with staff?
- How will you measure success, such as improved performance, fewer recurring issues, increased staff confidence, or stronger understanding of expectations?
- What coaching methods, performance discussions, mentoring plans, or job aids could strengthen employee development?
- How does effective mentoring support staff performance, retention, consistency, and operational effectiveness?
- By what date or performance cycle will you aim to improve staff mentoring and coaching practices?

Communicate with inmates, families, and the public to maintain relationships

- What strategies could you use to improve the professionalism, clarity, consistency, and effectiveness of communication with inmates, families, and the public?
- How will you measure success, such as fewer communication-related complaints, faster responses, improved stakeholder understanding, or stronger community relationships?
- What communication protocols, customer-service techniques, informational resources, or feedback mechanisms could strengthen these interactions?
- How does effective communication support trust, transparency, professionalism, and constructive relationships with stakeholders?

- By what date or review cycle will you aim to improve communication and relationship-building practices?