

SNOHOMISH COUNTY JOB DESCRIPTION

PROGRAMS ASSISTANT II

Spec No. 6159

BASIC FUNCTION

To perform a variety of complex office duties related to prisoner medical and counseling services for the Snohomish County Jail.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Assists the general public on the phone by answering questions, taking complaints, explaining services, policies, procedures and schedules.
2. Gathers, enters and updates information concerning prisoners, volunteers and agency personnel into computerized and manual information systems.
3. Conducts record checks on volunteer applicants using state and national computer systems to determine eligibility for security clearance.
4. Screens paper work concerning prisoners received from medical, social service and other agencies and initiates appropriate processing.
5. Assembles files for new prisoner/patients; maintains and updates prisoner records and preserves their confidentiality according to requirements of law and departmental policy; verifies and reconciles inconsistent information; restructures files when prisoners are released.
6. Schedules and coordinates medical appointments, educational programs, prisoner haircuts and other services as directed; notifies appropriate staff of scheduled actions.
7. Prepares and types notices, reports, form letters, forms, service invoices, cards, documents and correspondence.
8. Supervises inmate workers assigned to program areas to clean and maintain prisoner library.
9. When assigned to medical billing, researches invoices from medical providers, determines whether charges can be diverted to insurance or other payee, assists inmates in applying for medical assistance and may assist in processing payments for medical services.
10. When working in counseling services assists prisoners in researching legal information on CD Law Library System and hard copy volumes within the jail law library or county law library.

STATEMENT OF OTHER JOB DUTIES

11. Supervises interns and work experience program participants assigned to program areas.
12. Escorts volunteers, agency personnel and other visitors from reception area to destinations within maximum-security areas.
13. May provide notary service to prisoners and their visitors.

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STATEMENT OF OTHER JOB DUTIES (continued)

14. Performs related clerical duties and assists in other areas as required.

MINIMUM QUALIFICATIONS

Two (2) years of Programs Assistant experience and demonstrated competency in at least one other clerical assignment in Corrections. Must successfully pass a Work Sample Test. Must pass job related tests;

SPECIAL REQUIREMENTS

Candidates for employment must successfully pass a criminal history background investigation, a polygraph and psychological examination. Candidates must be at least 21 years old at the time of application.

KNOWLEDGE AND ABILITIES

Knowledge of:

- standard office practices and procedures
- the rules of grammar, spelling, punctuation and word usage
- basic arithmetic

Ability to:

- communicate effectively with people of all ages and from a variety of cultural, economic and ethnic backgrounds
- obtain information from prisoners in the face of hostility and dispute
- establish and maintain effective working relationships with criminal justice system officials and staff, other county employees and the general public
- type accurately
- maintain records and prepare related forms, applications, documents, statements and reports
- learn and retain complex procedures, laws and regulations
- work with minimum supervision
- follow oral and written instructions
- read, interpret and categorize data rapidly and accurately;
- operate standard office equipment
- make arithmetic calculations
- maintain records and prepare required reports

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SUPERVISION

Employees receive general supervision from a supervisor or an administrative superior as assigned. Assignments are made indicating generally what is to be done, the quantity of work expected and any deadlines which are to be met. The employee carries out recurring assignments on his/her own initiative and receives additional, specific instructions for new or unusual assignments. Work may be spot-checked to insure timely completion and accuracy.

WORKING CONDITIONS

The work is performed in a maximum-security detention facility.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: June 1996 as Programs Assistant II

Revised: January 1998

Previous Spec No. 710696

EEO Category: 6 – Administrative Support

Pay Grade: 307 – Corrections Support Pay Plan

Workers Comp: 5306 Non-Hazardous