

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

INSTITUTION COMPLAINT EXAMINER

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 positions located at the Department of Corrections and the Department of Health and Family Services which function as Institution Complaint Examiners. This classification specification is not intended to identify every duty that may be assigned to positions but is intended 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 classification 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; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses paraprofessional positions located at the Department of Corrections and the Department of Health and Family Services which investigate inmates’ complaints. Positions allocated to this classification must meet the statutory definitions of confidential, as defined in s. 111.81(7), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definitions of professional employee and confidential, as defined in s. 111.81(7), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which investigate activities related to criminal acts or complaints from residents and/or staff in non-correctional facilities for a majority of the time and are more appropriately classified as Client Rights Facilitator or Client Rights Specialist.
3. Positions which investigate criminal activities in support of an agency with a law enforcement function for a majority of the time and are more appropriately classified as Special Agent or Conservation Warden.

4. All other positions which are more appropriately identified by other classification specifications.
- D. Entrance Into This Classification
- Entrance into this classification is by competitive examination.

II. DEFINITION

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This is paraprofessional work related to the investigation of complaints of inmates housed in a correctional or treatment facility. Positions allocated to this classification perform investigations of inmate complaints related to institution rules, policies, and practices, and individual staff actions; make recommendations regarding the disposition of complaints; initiate the necessary action to implement decisions or directives regarding complaints; monitor the implementation of decisions or directives through personal contacts with staff and complainant involved; maintain records and reports on investigations; provide a wide variety of administrative support activities on behalf of the head of the correctional or treatment facility, including explaining the goals and procedures of the complaint system to inmates; and participate in meetings regarding matters affecting the employer-employee relationship. Positions may independently represent the interests of the head of the correctional or treatment facility as a member of the management team; may perform advocate services in due-process proceedings, both administrative and disciplinary; and may perform specialized assignments, such as coordinating civil litigation matters. Work is performed under general supervision.

Representative Positions:

Institution Complaint Examiner, Department of Corrections: Under general supervision of the Warden's Office, the incumbent will conduct investigations and resolve inmate complaints on institution rules, policies, practices, and individual staff actions from institution inmates. The incumbent will also provide other investigative services for the Warden and his/her designee, other institutions by request, Department of Corrections, Division of Adult Institutions, and work with law enforcement agencies. The incumbent will make recommendations to the Warden regarding disposition of the complaints and other investigations, initiate necessary action to implement the decision, and monitor until its completion. Other duties of the position include providing training and organizing the work of staff assigned to provide advocate services to inmates charged with major rule violations and those referred to the ACRS, Administrative Confinement & Review Status, for administrative confinement. Keep files and records on all Investigations. Conduct orientation on the Inmate Complaint Review System (ICRS) for inmates and staff to include development and teaching new staff advocates to meet the needs of representing inmates in due process/administrative confinement hearings.

Institution Complaint Examiner, Department of Health and Family Services: Under the general direction of the Office of the Director, is responsible for recommending dispositions of inmate complaints, implementing the Director's decisions on complaints, record-keeping of inmate complaint information, providing correspondence and investigative services to the Director.

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

This classification was created effective August 7, 1994, and announced in Bulletin CC/SC-25, in order to describe positions which investigate inmates' complaints. The specification was modified effective May 20, 2001, and announced in Bulletin CLR/SC-130, in order to include an allocation for the Department of Health and Family Services. The classification was also included in the non-represented broadband pay system effective May 20, 2001. The classification specification was modified effective October 15, 2006, and announced in Bulletin OSER-0143-MRS/SC to indicate the change of positions from professional to paraprofessional.

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