



**COMMONWEALTH OF MASSACHUSETTS**  
invites applications for:

# **2021 Parole Officer A/B Field**

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**SALARY:** Biweekly

**OPENING DATE:** 12/22/20

**CLOSING DATE:** 02/23/21 11:59 PM

**DESCRIPTION:**

2021 Parole Officer A/B Field

This examination is being held to establish an eligible list from which to fill Parole Officer A/B Field vacancies in the Massachusetts Parole Board.

**Written Examination Date: April 2, 2021**

**Application Period Begins: December 22, 2020**

**Application Deadline: February 16, 2021\***

**Examination Fee: \$100**

**\*There is an additional \$50 late fee for applications received after this date. Applications will not be accepted after February 23, 2021.**

Written examination locations: Various sites across the Commonwealth.

**EXAMPLES OF ESSENTIAL DUTIES:**

**Examples Of Essential Duties:**

Under direct supervision of Parole Officers (Levels C or D) or other employees of higher grade who provide policy guidance, assign work, and review performance for effectiveness and compliance with agency policy: facilitates the re-entry of parolees and discharged offenders into the community; provides guidance to parolees; promotes responsible conduct by developing a case management plan and arranging for appropriate social services; supervises the activities of assigned parolees by monitoring parolee's behavior and conduct in the community; maintains liaison with court and law enforcement personnel; completes risks/needs assessments which contribute to determining levels of supervision; monitors compliance with parole conditions; reviews and maintains parolee case records; complies with parole board policies, procedures, and mandates; conducts investigations of home and work sponsors to determine the appropriateness of the home/work plan; has face-to-face contact with parolees in the community and, when applicable, correctional facilities to monitor compliance with parole conditions; obtains evidence and prepares reports regarding parole violators and the service of warrants; arrests, detains, and transports intra- and inter-state parole violators; facilitates the reintegration of parolees into a non-institutional environment through rehabilitation counseling, guidance, and referrals to community services; uses technology in the supervision and case management of parolees; operates motor vehicles; uses firearms and other law enforcement equipment; conducts drug-alcohol testing of parolees; enforces curfews; maintains records; makes professional recommendations to assist the Parole Board in decision-making; determines supervision strategies to promote public safety and prevent the recurrence of antisocial behavior; provides information to the Parole Board prior to revocation hearings; responds to parole violations; imposes and monitors intermediate sanctions and incentives; conducts investigations and interviews related to parole violations; prepares parole violation reports; provides crime victims with information about the offenders' whereabouts,

conditions of parole, and other issues affecting victim safety through the Victim Services Coordinator; prepares parolee transition plans; administer evidence-based risk assessments. For additional Parole Officer A/B Field job content please refer to the Human Resources Division Job Specification.

**Examination Subjects:** The written examination will be designed to test, where practicable, the following competencies which have been established as qualifications for the position:

- Interviewing: The principles and techniques of interviewing for the purpose of obtaining pertinent factual information.
- Information Ordering: Following a given rule or set of rules correctly in order to arrange things or actions in a certain order, such as, numbers, letters, words, pictures, procedures, sentences, and mathematical or logistical operations.
- Problem Sensitivity: Being able to identify a problem or a potential problem but does not involve solving the problem.
- Written Comprehension: Reading and understanding information and ideas presented in writing.
- Evaluating Information Against Standards: Evaluating information against a set of standards and verifying that it is correct.

To access the optional reading list for this examination, visit: [Entry Level Parole Officer Reading List](#)

## **TYPICAL QUALIFICATIONS:**

**Eligibility:** Candidates must have at least three years of full-time or equivalent part-time, professional experience in probation or parole work, criminal justice, law enforcement, social work, psychology, vocational counseling or rehabilitation counseling, or any equivalent combination of the required experience and the substitutions below.

- SUBSTITUTIONS:
  - An Associates or higher degree in criminal justice, law enforcement, law, social work, psychology, sociology, human services, rehabilitation or counseling may be substituted for a maximum of two years of the required experience on the basis of two years of education for one year of experience.
  - A Master's or higher degree in criminal justice, law enforcement, law, social work, psychology, sociology, human services, rehabilitation or counseling may be substituted for an additional year of the required experience on the basis of two years of education for one year of experience.

\* Note - One year of education equals 30 semester hours. Substitutions listed above are made on the basis of two years of education for one year of experience. Education toward a degree will be prorated on the basis of the proportion of the requirements actually completed.

**Credit for Employment/Experience:** Pursuant to the provisions of [MGL Ch. 31, Section 22](#), individuals may apply to receive credit for employment or experience in the position title of Parole Officer A/B Field. You must claim this credit by completing the applicable section of the application. All claims must be verified by supporting documentation, which must provide specific details of any employment or experience you have in the examination title as a Parole Officer A/B, including dates of service and number of hours worked per week. The supporting documentation must be on original letterhead with an original signature from the appointing authority where the

employment or experience occurred. Credit for employment or experience is applicable only to individuals who achieve a passing score on the written examination and cannot be added to a failing written examination score. Claims must be submitted during the application period; supporting documentation must be scanned and attached to your application or sent to [civilservice@mass.gov](mailto:civilservice@mass.gov). Supporting documentation must be submitted within seven calendar days of the written examination.

**Application:** All applications must be received by the application deadline, and accompanied by an examination processing fee. You will receive two confirmation e-mails when you have completed the process: one e-mail confirming your application has been received, and one e-mail confirming your payment has been received. Your application is not complete until you have received both confirmation e-mails. If you have not submitted payment of the examination processing fee on or before February 23, 2021, your application will not be processed or accepted.

**Fee Waiver:** The examination fee may be waived for candidates receiving certain state or federal public assistance, or unemployment insurance. Fee Waiver Forms are available on our website ([Fee Waiver Form](#)). This form should be completed and supporting documentation must be scanned and attached to this application. All fee waiver forms must be submitted on or before February 16, 2021.

**Reasonable Accommodations:** If you need special testing accommodations due to a documented impairment, you must submit a letter of support from a qualified professional detailing what type of accommodation you require at the examination site, and such letter must be scanned and attached to the application or emailed to Civil Service at [civilservice@mass.gov](mailto:civilservice@mass.gov). Without such a letter, we cannot guarantee that we will be able to grant your accommodation. This information is requested only to provide reasonable accommodation for examinations, and will not be used for any other purposes.

Candidates can submit a claim for the following preferences during the application period.

- Veteran Preference: Click on this link for further information- [Veteran's Preference Information](#)
- Disabled Veteran Preference: Click on this link for further information- [Disabled Veteran's Preference Information](#).
- Selective Certification for Bilingual/Gender Parole Officer A/B Field: If an appointing authority requires that a Parole Officer A/B Field be fluent in a second language (e.g., Spanish, Vietnamese, Haitian Creole, etc.) or are a specific gender, the appointing authority may request that competition for that vacancy be limited to persons who have such skills. You will need to prove your language fluency at the time of appointment.

It is your responsibility to review the [Certification Order of Lists](#) on our website. Upon request, candidates must provide original supporting documentation to verify any copies submitted and claims made.

**Current Military Personnel:** All military personnel who, in connection with current service, have military orders that indicate their unavailability due to military service on the examination date, must file an application and examination processing fee and request a makeup examination in writing, with a copy of your military orders attached. Please include in your request your email address, daytime base phone number and/or name and phone number of a friend or family member with whom you have regular contact and entrust with your personal communication. Requests filed after the application deadline (February 23, 2021), must be accompanied by a DD214 showing discharge within six months of the request and dates of active service that include the entire application period. Visit our website for more information: [Military Information](#)

**Makeup Examination:** With the exception of current military personnel as described above, no candidate has a right to a makeup examination due to personal or professional conflicts on the testing date. Candidates are advised to consider this before applying for the examination. If you file an examination application by the application deadline, but are unable to appear for the

examination on the examination date due to an emergency or unanticipated hardship, you may request a makeup examination by filing a written request with verifiable documentation to HRD no later than seven calendar days from the original written examination date. HRD reserves the right to approve or deny your request. HRD may require an additional examination processing fee upon approval of your request.

**Updating Information:** Candidates are responsible for maintaining accurate contact information. Failure to keep your records current may jeopardize opportunities for employment. For information on how to update your information, click on [Update Your Account](#).

**Notice To Appear:** Notices to Appear including time and location of exam will be emailed to candidates after the close of the application period, and prior to the examination date.

**Identification at the Examination Site:** At the examination site, candidates must present current and valid photo identification with signature (e.g., driver's license, passport, military ID).

**Refunds:** There will be no refund of the examination processing fee unless the examination is cancelled by HRD.

**Private School or Service:** HRD does not recommend or endorse any private school, service, or publisher offering preparation and/or publications for examinations and is not responsible for their advertising claims.

**Salary:** Inquiries concerning salary should be directed to the Massachusetts Parole Board at the time of the employment interview.

Candidates who pass the written examination and receive a conditional offer of employment from the Parole Board will be instructed on how to continue with the other screening processes.

Questions about qualifications listed below should be directed to the appointing authority in question.

- The candidate must take and pass a medical examination, a psychological examination, physical abilities test, and a drug screening test prior to employment as mentioned in [Code of Massachusetts Regulations Title 515: Department of State Police](#).
- The candidate must be able to pass a thorough background and criminal record check. (Once hired, officers are required to access CJIS (Criminal Justice Information Systems) and Criminal Offender Record Information (CORI) records in order to perform their job duties. [DCJIS regulations, 803 CMR 7.00](#), provide that an individual convicted of a felony shall not have access to CJIS nor the information generated therefrom.)
- Based on assignment, the candidate is required to hold a current and valid Class D Motor Vehicle Operator's license.
- The candidate must have the ability to successfully complete the Parole Board's required training which includes handgun retention, defensive tactics instructions, firearms, and pepper spray.
- The candidate may be required to obtain a permit and be certified to carry a firearm.

## **SUPPLEMENTAL INFORMATION:**

**Women, minorities, veterans, and people with disabilities are encouraged to apply.**

For more information about this and other civil service examinations, see [mass.gov/civilservice](http://mass.gov/civilservice) or email the Civil Service Unit at [civilservice@mass.gov](mailto:civilservice@mass.gov)

Inquiries may also be made to HRD at the following numbers:

**Boston area: (617) 878-9895**

**Within Massachusetts: 1-800-392-6178**

**TTY Number: (617) 878-9762**

**Application Period Begins: December 22, 2020 and the deadline is February 16, 2021**

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APPLICATIONS MUST BE FILED ONLINE AT:

<http://www.mass.gov/civilservice>

100 Cambridge Street  
6th Floor  
Boston, MA 02114

Position #210402POAB  
2021 PAROLE OFFICER A/B FIELD  
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[civilservice@mass.gov](mailto:civilservice@mass.gov)

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**2021 Parole Officer A/B Field Supplemental Questionnaire**

- \* 1. Parole Officer A/B Field Claim for Employment/Experience Credit: Credit will be given only for experience in the position title for which the examination is conducted. In other words, since you are taking the examination for Parole Officer A/B Field, you can claim any experience you have had performing work ONLY as a Parole Officer A/B Field. While HRD may hold military make-up exam session(s) after April 2, 2021. HRD will not grant credit for experience accumulated after April 2, 2021. CALCULATING EMPLOYMENT/EXPERIENCE CREDIT: You will receive 0.02 points for each month of creditable employment/experience as a Parole Officer A/B Field. One month equals 172 work hours or 16 or more work days. Part-time work employment/experience will be prorated on the basis of a 40-hour workweek. Your Employment/Experience Credit is added to your final mark. VERIFYING EMPLOYMENT/EXPERIENCE CLAIMS: 2021 Parole Officer A/B Field Employment and Experience documentation must be provided in the form of a dated letter, signed by the appointing authority or your employer (past or present), identifying the position title, type of job responsibilities, dates of experience, whether the experience was full or part-time and other pertinent information concerning your experience. If the experience was less than full-time, the verification must include the actual time worked, e.g., number of hours. Letters of verification must be on original, official letterhead or stationery, with an original signature. Employment and Experience documentation must be scanned and attached to your application or emailed to [civilservice@mass.gov](mailto:civilservice@mass.gov) within 7 calendar days of the written examination (April 9, 2021). EMPLOYMENT/EXPERIENCE CLAIM APPEALS: Employment/Experience Claims will only be calculated for individuals who achieve a passing score.

☐ Yes, I am eligible for Employment Experience Credit, and will provide supporting documentation as instructed above

☐ No, I am not eligible to claim Employment Experience Credit

\* Required Question