

2025 Correctional Program Officer A/B

This examination is being administered by the Human Resources Division (HRD) to establish an eligible list from which to fill Correctional Program Officer A/B vacancies in the Massachusetts Department of Correction (DOC).

Written Examination Date: August 16, 2025

Application Period Begins: April 29, 2025

Application Deadline: July 1, 2025

Examination Fee: \$75

Written examination locations: Various sites across the Commonwealth.

Notice to Appear for Examination: Approximately two weeks prior to examination date

Examination Information

Application: All applications and examination processing fees must be received by July 1, 2025. You will receive two confirmation emails when you have completed the process: one email confirming your application has been received, and one email confirming your payment has been received. **Your application is not complete until you have received both confirmation emails. If you have not submitted payment of the examination processing fee on or before July 1, 2025, your application will not be accepted.**

Note: Although the online application system allows candidates to elect to receive notification by email or regular mail, please be advised that HRD utilizes only email for all notices to candidates.

Fee Waiver: The examination processing fee may be waived for candidates receiving or who have received certain state or federal public assistance, or unemployment insurance during any portion of the previous 12 months leading up to the examination date, August 16, 2025. 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 the application. All fee waiver forms must be submitted on or before July 1, 2025.

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 submit an application and examination processing fee and request a makeup examination in writing, with a copy of your military orders attached on or before July 1, 2025. 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 July 1, 2025, 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. For more information, visit [Military makeup exam instructions for Civil Service jobs | Mass.gov](#)

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 the HRD no later than seven calendar days from the 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.

Reasonable Accommodations: If you need reasonable accommodations due to a documented impairment, or medical condition, you must fill out the [Testing Accommodations Request Form](#) and submit supporting documentation as outlined on the form from a qualified professional detailing what type of accommodation you require at the examination site. The form and supporting documentation must be scanned and attached to the application or emailed to civilservice@mass.gov no later than four weeks prior to August 16, 2025. 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.

Examination Requirements:

Examples of Essential Duties for a Correctional Program Officer A/B: Under direct supervision of Correctional Program Officers or other employees of higher grade: perform classification duties to include interviewing inmate, case work reviews, and recommending inmate placement based upon classification reviews. Perform reentry duties to include assisting inmate in release processes, housing assistance, and procurement of necessary paperwork and documents. Perform criminal history record information checks including CJIS checks, sex offender registration process, and facilitation of releases. Based on assignment: maintain custodial care and control of inmates; patrol correctional facilities; supervise community work crews; observe inmate conduct and behavior; investigate suspicious inmate activity; and perform related duties as required.

Working Conditions: Correctional Program Officers may work in a correctional facility, alone in an isolated area; may work varied shifts, weekends, holidays, or nights and are subject to a standby (on call) work status; may be subjected to verbal and physical abuse from others; may be required to interact with people who are under physical and/or emotional stress; may stand and walk for prolonged periods of time; may travel for job-related purposes; and may be required to furnish private transportation for reimbursable job-related travel.

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

order information; ability to read and understand information; ability to evaluate information against a set of standards; ability to identify the nature of problems; ability to display initiative, accountability, and adaptability; ability to be tough minded, dependable, and show integrity; ability to work well with others; ability to maintain situational awareness. The following study material is available on the [Examination Preparation Guides and Reading Lists](#)- Coming Soon

Entrance Requirements for Correctional Program Officer A/B:

Candidates must have at least two years of full-time or equivalent part-time professional experience in counseling, guidance, criminal justice or social work that included counseling and/or rehabilitation of criminal offenders, inmates, or prisoners, or any equivalent combination of the required experience and the substitutions below.

- A Bachelor's or higher degree in sociology, psychology, counseling, criminal justice, law enforcement, law, criminology or social work may be substituted for the required experience on the basis of two years of education for one year of experience. A Bachelor's degree in a field other than social work, psychology, counseling, criminal justice, law enforcement, law, or criminology may be substituted for one year of the required experience on the basis of two years of education for six months of experience. One year of education equals 30 semester hours. Education toward a degree will be prorated on the basis of requirements actually completed.
- A Master's or higher degree in a field other than social work, psychology, counseling, criminal justice, law enforcement, law, or criminology may be substituted for one year of the required experience. Education toward a degree will be prorated on the basis of requirements actually completed.

Credit for Employment/Experience: Pursuant to the provisions of MGL Ch. 31, § 22, individuals may apply to receive credit for employment or experience in the position title of Correctional Program Officer A/B. 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 Correctional Program Officer A/B, including dates of service and, if part-time, total number of hours worked. The supporting documentation must be on original letterhead with an original signature from the hiring authority where the employment or experience occurred. Credit for employment or experience is applicable only to individuals who achieve a passing score on the examination and cannot be added to a failing examination score. Claims must be submitted during the application period; supporting documentation must be scanned and attached to the application or sent to civilservice@mass.gov. Supporting documentation must be submitted no later than July 1, 2025.

Note: Resumes will not be accepted as sufficient supporting documentation.

Preference Claims Correctional Program Officer A/B:

Candidates can submit a claim for the following preferences.

- **Veterans' Preference:** Click on this link for further information- [Veterans' Preference Eligibility](#).
- **Disabled Veteran Status:** Click on this link for further information- [Disabled Veteran's Preference Eligibility](#).

Additional Requirements for Correctional Program Officer A/B candidates: Visit: [Apply for a security position](#) for more information.

Updating Information: Candidates are responsible for maintaining accurate contact information. For information on how to update your information, visit [Update Your Account](#).

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 Municipality at the time of employment consideration.

Supplemental Information:

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

For more information or inquiries about this and other civil service examinations, visit www.mass.gov/civilservice or email the Civil Service Unit at civilservice@mass.gov

The Civil Service Unit's office hours are Monday through Friday, 8:45am – 5:00pm, except holidays. Inquiries may also be made to the Civil Service Unit during these hours at the following numbers:

Boston area: (617) 878-9895 or (617)-878-9700

Toll-Free Within Massachusetts: 1-800-392-6178

TTY Number: (617) 878-9762