



John Howard Association of Illinois

2015 recipient of MacArthur Award for Creative and Effective Institutions

70 East Lake Street, Suite 410, Chicago, IL 60601

312-291-9183, www.thejha.org

Prison Response Unit Assistant

The John Howard Association is seeking to hire a Prison Response Unit Assistant to assist the organization in responding to letters from prison inmates, their loved ones, the public, as well as to emails and phone calls seeking general and specific information about Illinois prisons, inmates, policies, laws, rules and regulations, as well as other topics impacting inmates, incarceration, and the prison and criminal justice systems. This is a part time position, exact number of hours TBD (likely 5-10 per week), paid hourly, the possibility for increase of time and compensation dependent on funding and performance.

Responsibilities include:

1. Process Inmate mail

- a) Scan paper letters
- b) Read each letter—highlight issues raised in the letters (tracked by JHA issue codes)
- c) Enter information about person/letter into JHAletters database
- d) Draft responses to each letter (to be approved by unit supervisor)
- e) Match information packet/other materials to inmate questions or requests in letters, or that are responsive to a question asked or issue raised in letter
- f) Find or create files mentioned in step e above, as well as manage files of these materials
- g) Conduct research regarding specific issues related to IDOC policies and rules, inmate handbooks, and other relevant areas of policy and law.
- h) Manage electronic and paper files of mail from people in prison/jail and JHA responses, including ensuring all files are properly saved, organized and recorded.
- i) Extract and share information from the JHAletters database with JHA staff(example: in the last month, JHA received X number of letters about staff misconduct from Menard)

2. Process calls and emails

- a) Document the issues people are contacting us about by email and telephone calls and record in JHA database
- b) Answer and respond to people's questions and provide them with information by return email or phone call in a professional and timely manner

3. Related Duties

- a) Keep track of needed office supplies
- b) Research Illinois law, Administrative Code, IDOC Directives, and other authority in order to answer inmate questions.

Job Qualifications include:

- a) Interest in helping prison inmates and their loved ones to get desired information
- b) Professional and courteous phone and email communication skills
- c) Ability to conduct research and draft correspondence responses in a timely manner as new issues arise
- d) Computer literacy for word processing and data base entry and maintenance
- e) Working knowledge of Illinois corrections and understanding of inmate concerns, personal system experience can be useful for the position.
- f) Strong organizational skills needed to track, file and retrieve communications data

To Apply – please send resume and cover letter electronically to Dan Hoffman at:dhoffman@thejha.org

JHA is an equal opportunity employer. We welcome applications from all candidates regardless of race, ethnicity, gender, gender identity, national origin, religion, sexual orientation, veteran status, disability status, or age.