



**NOVEMBER 2015
FLSA: NON-EXEMPT**

JUVENILE CORRECTIONAL OFFICER I/II

DEFINITION

Under direct or general supervision, ensures the safety and security of youth offenders, staff, and the citizens of Tuolumne County through the proper enforcement of juvenile detention facility policies and procedures; supervises and monitors juveniles; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Juvenile Detention Facility Superintendent. Exercises no direct supervision over staff. May exercise technical and functional direction over assigned staff.

CLASS CHARACTERISTICS

Juvenile Correctional Officer I: This is the entry-level class in the series. Incumbents initially are given detailed supervision in learning the techniques of supervising youth offenders and the operations of a juvenile detention facility. As experience is gained, assignments become more varied, complex, and difficult and close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of II-level positions, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Juvenile Correctional Officer II: This is the fully-qualified level class in the series. Incumbents have increased responsibility and latitude when performing the full range of assigned duties. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Juvenile Correctional Officer in that the latter is responsible for technical and functional direction of lower-level juvenile correctional officers and staff.

Positions in the Juvenile Correctional Officer class series are flexibly staffed and positions at the II level are normally filled by advancement from the I level requiring two (2) years of experience and after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. When filled from the outside, the employee is required to have two (2) years of prior related experience that allows the employee to meet the qualification standards for the II level.

These classifications function as peace officers within the authority and limits of California Penal Code Sections 830.5 and 832.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Supervises and monitors the activities of youth offenders; maintains order and discipline of youth; conducts ongoing security check of youths and facilities and accountability for population; maintains visual surveillance of facilities following prescribed measures for institutional security to note any deficiencies in security and/or safety; inspects youths, their rooms, and premises for illegal items; provides relief and additional backup for other staff as necessary.
- Provides orientation of the juvenile detention facilities and explains the rules, procedures, and methods of appropriate personal conduct to youth.
- Supervises the service of meals; supervises youth during visitation, recreation and exercise, educational activities, telephone privileges, counseling, court visits, movement within the facility, medical attention, and the performance of housekeeping and light cleaning duties.
- Processes youths in and out of the facility; makes sure that all proper forms are completed; secures the youth's personal effects for disbursement upon release; releases youths to the proper authority, parent, or guardian; ensures appropriate files are in order upon the release of the youths.
- Communicates with staff and resource contacts to determine and enforce disciplinary action for youth offenders; instructs in acceptable behavior and pro-social activities and communication; explains reasons for and type of discipline to be enforced; and mediates disputes between youths.
- Communicates with parents, probation officers, police, sheriff and other individuals as required.
- May provide counseling and instruction to youth on a group and individual basis; conducts forums to discuss plans, ideas, and problems; assists youth offenders in gaining insight into themselves and their relationship with family, peers, and adults; assists youth offenders in gaining feedback about their behavior and what may result from such behavior.
- Observes and reports on group and individual behavior, logs and records information, and prepares related paperwork and reports.
- Performs minor office clerical duties; directs telephone calls to appropriate persons; takes messages; files pertinent papers and forms, including incident and detention observation reports as necessary; views and updates client data in various justice systems databases.
- Admits and releases juveniles upon proper authority.
- Transports and supervises youth to and from the juvenile detention facility and various locations.
- Responds to incidents and takes appropriate action; maintains control of emergency situations until relieved by superior officer; subdues or assists in subduing unruly or disruptive youth that may jeopardize the security or operation of the facility.
- Receives and responds to inquiries, complaints, and requests for assistance in areas of responsibility.
- Attends training to maintain and improve job knowledge, skills, and certifications.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, procedures, and terminology used in law enforcement and/or corrections.
- Basic functions of law enforcement agencies.
- Psychological, sociological, behavioral, and cultural factors as they relate to dealing with delinquent minors.
- Typical youth behavior patterns and methods of guidance, counseling, and controlling to modify behavioral patterns.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.

Juvenile Correctional Officer II, in addition to the above:

- Federal, state, and local laws, codes, ordinances, regulations, and standards affecting juvenile detention facilities, probation, and Sheriff's Department operations.
- Techniques for dealing with a variety of people under hostile and emergency situations.
- Business letter writing and report preparation techniques.

Ability to:

- Learn the techniques of and perform supervision of youth offenders.
- Respond constructively to behavior problems and gain the cooperation of youth.
- Learn the operations of a detention facility including the booking, custody, and release of youth offenders; youth rights and discipline; techniques for youth control; and emergency response.
- Learn, interpret, and apply federal, state, and local laws, codes, ordinances, regulations, and standards affecting juvenile detention facilities, probation, and Sheriff's Department operations.
- Work under stressful or dangerous conditions, often involving considerable personal risk or risk to others.
- Relate to a wide variety of individuals from varied socio-economic, cultural, and ethnic backgrounds and experiences.
- Anticipate and prevent acts of violence to persons and property.
- Understand and follow oral and written directions.
- Maintain accurate records and prepare clear and concise reports and other written materials.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Juvenile Correctional Officer II, in addition to the above:

- Independently enforce juvenile detention facilities policies and procedures to ensure the safety and security of the detention facilities.
- Plan and direct a group of youth in work, meal, education, and leisure time activities.
- Independently supervise, monitor, and transport youth offenders.
- Make quick, sound, and independent decisions based on facts.
- Appraise situations and people accurately and adopt an effective course of action.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Juvenile Correctional Officer I: Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework in psychology, sociology, education, police science, or related field. Successfully complete the Juvenile Correction Officer Core course as mandated by the Corrections Standards Authority of the California Board of Corrections within one (1) year of employment. Previous experience working with people in an authoritative capacity preferable in a security setting is desirable.

Juvenile Correctional Officer II: Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework in psychology, sociology, education, police science, or related field and two (2) years of experience in the field of juvenile corrections at a level equivalent to the County's Juvenile Correctional Officer I.

Successful completion of the Juvenile Correction Officer Core course as mandated by the Corrections Standards Authority of the California Board of Corrections is required.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

Juvenile Correctional Officer I:

- Possession of, or ability to obtain, a valid California Penal Code 832 certificate, for appointment as a peace officer, within twelve (12) months of employment.

Juvenile Correctional Officer II:

- Possession of a valid California Penal Code 832 certificate, for appointment as a peace officer.

PHYSICAL DEMANDS

Must maintain California Board of Corrections physical standards, including mobility, physical strength, and stamina to respond to perform assigned duties; possess mobility to work in a detention facilities and standard office setting and use standard office equipment, including a computer, and to operate a vehicle to transport juveniles to various sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves frequent walking between work areas. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate public safety equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds as necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures. The duties of this class are performed in an environment with exposure to youth offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

WORKING CONDITIONS

Must be willing to work emergencies and on evenings, weekends, and holidays. Must meet physical, psychological, and background standards established by the California Board of Corrections and any other pre-employment as well as ongoing peace officer requirements pursuant to federal, state, and local legislation. Must be willing to work with convicted youth offenders.