

# **JUVENILE DETENTION LEADWORKER**

## **JOB PURPOSE AND SUMMARY**

The Juvenile Detention Lead Worker is responsible for the overall operation of the assigned shift. Under the supervision of the Detention Manager and Supervisor, the Lead delegates tasks to Detention Officers, insures adequate staffing, insures completion of tasks in accordance with established policies and procedures, communicates policies, procedures and job expectations, provides training and resolves problems as they occur. The incumbent Juvenile Detention Lead Worker coordinates the work of a specific shift (days, evenings and night shifts). While responsibilities for each shift are distinct and staffing levels differ, the Lead Worker is expected to have a functional working knowledge of each shift and is required to perform the duties of a Detention Officer.

## **CLASSIFICATION DISTINCTIONS**

The Juvenile Detention Lead Worker is considered the first-level supervisor classification, which includes responsibility for the day to day coordination of the Juvenile Detention Officers' work. First level supervisors have the authority to direct the work of Detention Officers, are charged with the duty of providing formal performance evaluations of Detention Officers and are authorized to perform disciplinary actions up to an oral warning. The next higher level is the Detention Supervisor, which is the next formal level of supervision with authority for hiring, suspension from work, placement on administrative leave and termination. The Juvenile Detention Lead Worker may also perform a variety of administrative functions relevant to the operation of the facility. While still responsible for performing the work of the Juvenile Detention Officer, the Lead is distinguished from the Juvenile Detention Officer by the responsibility for assigning and coordinating work, evaluation of performance and limited disciplinary actions. Lead Workers may be directed to perform pre-liminary inquiries regarding employee conduct, are an intermediate step in the resolution of youth grievances, and insure the due process rights of detained youth. Lead Workers are part of the chain of command for Detention Officers as an intermediary decision maker between Detention Officers and Management.

## **KEY OR TYPICAL TASKS AND RESPONSIBILITIES (including but not limited to the following):**

### **PROGRAMMING:**

- Track, directly or through assignment to Detention Officers, youth status such as arranging Court escorts, calculating release dates, coordinating release and providing intake services, monitoring population and determining who is eligible for release.
- Initiate and adjudicate special programming for youth that require greater security, observation, or special accommodation according to established policy and practice.

- Perform program and due process reviews of youth confined to their cells beyond a 24 – hour period.
- Insure accomplishment of required youth activity including showers, recreation, medical dissemination or attention.
- Perform duties of Juvenile Detention Officer as assigned and as needed

**STAFF SUPERVISION:**

- Delegate duties to Juvenile Detention Officers; determine scheduling of shift activities; insure proper staff coverage in accordance with the requirements of the youth in custody; monitor Officers' breaks; observe Officers in the performance of duties; provide feedback, guidance, and corrective action for Officers in the course of the work.
- Make recommendations to the Detention Manager or Supervisor if progressive discipline is needed beyond an oral warning.
- Complete performance evaluations of Juvenile Detention Officers particularly noting strengths, contributions and areas of need; provide on-going feedback, including corrective action to Juvenile Detention Officers.
- Make rounds to various stations within the facility to insure appropriate performance of work by Officers and to evaluate and resolve security problems; monitor wards in accordance with established procedures; oversee building maintenance and cleaning. Insure all tasks assigned and documentation for each shift are completed.
- Provide training for all new staff.
- Provide training and performance reviews of all on – call/temporary staff.

**YOUTH CARE:**

- Maintain accurate and timely information about the developments or changes in the care and status of the youth; communicate with Detention Officers and Probation Counselors as to the status of youth; prepare and distribute appropriate documentation of status.
- Coordinate daily medical services needs including compiling a list of youth requiring medical attention, coordinating with the Jail Nurse, insuring that medical actions comply with policy, determining when non-detention medical services may be necessary.
- Interview all Suicide Watch Level 1 and 2 youth on each shift.
- Know the whereabouts of detained youth at all times; monitor number of detained youth.

**ADMINISTRATIVE TASKS**

- Communicate and insure compliance with Department and County policies and procedures; document conflicts or noncompliance with policies; contribute to the development of new policies and procedures; evaluate effectiveness of policies and procedures.
- Respond to complaints/grievances from youth about incidents involving detention officers; investigate all complaints except those involving sexual harassment, physical abuse or racial or religious discrimination; prepare reports and recommendations to management about the complaint; provide feedback to the detention officer.
- Perform fit testing of Heppa Filter masks.
- Maintain supply and inventory and arrange for supply orders; maintain a current list of building damage/repair; submit repair orders; facilitate and work as a liaison with staff during building upgrades.
- In coordination with Detention Management help organize and schedule staff training.
- Prepare special reports as assigned; complete and prepare a report detailing monthly/annual detention statistics.
- Help process vacation leave requests and record such requests on the vacation calendar.
- Review, evaluate, and approve all Observation Reports prior to routing; review reports to insure completeness, and consistency in consequences administered according to established Detention rules; resolve or otherwise address any inconsistencies or conflict with policy with the Detention Officer and the management staff as necessary.
- Insure all tasks assigned and documentation for each shift are completed. Complete shift report documenting the completion of all assigned tasks and special programming duties conducted by Detention Officers and submit report to the detention manager.
- Review and approve all Intakes. Ensure completeness of all intake forms including: booking, release agreements, mug and prints, and release/hold decisions.

**QUALIFICATIONS****Education and Experience:**

Three years experience within the criminal justice system involving direct care and supervision of youth either in a detention or a group care facility; college level education in criminal justice or a related field may substitute for up to a year of experience.

Other combinations of education, training and experience that would provide the required knowledge, skills and abilities will be considered.

Possession of, or ability to obtain, a motor vehicle operator's license.

Completion of Juvenile Security Officers Academy (80 hours training and passing of final examination) within one year of employment.

**Knowledge of . . .** Juvenile Detention and Juvenile Court system; security and safety management; human behavior, inmate behavior and group dynamics; basic self-defense, first-aid and CPR; some knowledge of organizational management and employee supervision.

**Ability to . . .** coordinate shift activities for both employees and youth; understand and communicate policies, regulations and procedures associated with Juvenile Detention; positively enforce facility rules and regulations and motivate staff; assign and lead work; evaluate employee performance and detainee behavior; exercise good judgment and apply constructive attitudes toward detained youth; apply effective counseling skills in a crisis situation; understand and exert appropriate force in restraining detainees, and maintain sufficient physical fitness to perform duties; communicate clear, sometimes complex, regulatory and procedural information to youth, their parents or guardians, members of the general public and Detention staff; communicate orally with youth and adults to gain their respect and confidence; identify and put into practice strategies for improving work processes; use various PC applications such as word processing, spreadsheets and databases; be available and willing to work 40-hour, rotating shift coverage for a 24-hour per day, 7-day per week operation.

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

Incumbents primarily work in a secure detention environment, occasionally escorting inmates to court or appointments, and occasionally working in an office setting. The majority of the time is spent in the facility, where incumbents must respond to emergencies which may present physical risks from various sources including violent youth, variety of potential weapons, noise, chemicals, bodily secretions, and other potential situations/dangers typical to detention centers. Incumbents must be able to wear protective equipment as required by the department. Additionally, incumbents are expected to manage face-to-face interactions and confrontations with any, hostile, depressed and/or otherwise emotionally distraught youth. Juvenile Detention Lead Worker's work shifts, overtime, holidays and weekends, and are required to respond to emergencies.

Essential tasks include use of various equipment associated with a detention environment such as restraint chairs, complex locks, etc, in addition to equipment such as a personal computer, telephone, copiers, printers, and other applicable technical equipment. In addition to sitting, walking, standing, bending, carrying of light items, an incumbent must be able to run, subdue and restrain individuals within the facility. Incumbents are required to drive a vehicle to off-site training facilities, seminars, academies, or in the transport of youth to appointments.

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