

Class Concept

Work in this class involves supervising and directing custody staff at minimum and medium-custody facilities with 300-550 inmates, and 100 to 225 staff. Employees are part of the management team. The majority of these facilities have Enterprise Operations, and many inmates routinely leave the facility for DOT road crews, and community work assignments with local governmental agencies. The increased inmate movement requires additional custody supervision of inmates, to include the processing of inmates leaving and returning to the facility. Positions may provide management oversight of restrictive housing units to include: placement, continuation, promotion, and release from restrictive housing. Employees play a key role in the oversight and management of inmate transportation and intake into the facility as well as transfer of inmates to other prison facilities. Positions may act in place of the supervisor as needed.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of inmate custody and program management in correctional settings.
- Thorough knowledge of inmate custody practices and procedures to include knowledge of inmate rehabilitation.
- Thorough knowledge of departmental rules, policies and procedures concerning the custody, care and treatment of inmates.
- Thorough knowledge of the principles of administration involved in operations at a correctional facility or institution.
- Thorough knowledge of restrictive housing policies and procedures, including placement, continuation, promotion, and release from restrictive housing.
- Thorough knowledge of security threat groups.
- Thorough knowledge of effective management and supervision practices.
- Basic knowledge of human psychology applicable to an inmate population.
- Skill in motivating, coaching, and leading employees.
- Skill in effective communication with a wide variety of employees and inmates.
- Ability to think clearly and act appropriately during emergencies or other non-routine events.

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and two years of supervisory, administrative or consultative experience in corrections or related work; or

High school or General Educational Development (GED) diploma and four years of experience at or above the Correctional Lieutenant level; or an equivalent combination of education and experience.

Necessary Special Qualifications

Must be eligible for certification by the North Carolina Criminal Justice Education & Training Standards Commission.