

### Class Concept

Employees in this class manage the total program services of a prison institution or facility which provides a variety of programs and services to the inmate population, or which serves a special function for the prison system. Position provides developmental, advisory and technical assistance for programs and reviews new/enhanced modifications to existing programs. Positions also enforce rules and policies related to programs and ensures adherence to policies. Coordinate schedules of classes and teaching/instruction assignments. The program components include a variety of programs such as education and diagnostic services as well as the traditional correctional programs. Facilities house and provide services for a minimum of 200 inmates and staff size is usually in excess of 100. Employees also serve as assistant superintendent in the absence of the Superintendent and participate as part of the management team. Assist with budget planning, projections, and facility management. Position interacts with a variety of advocates and stakeholders, as well as departmental staff and other agencies.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Considerable knowledge of departmental policies and procedures.
- Considerable knowledge of correctional programs.
- Thorough knowledge of services available from the community and other public and private programs. Skill in supervision and management techniques.
- Ability to interpret testing results and psychological factors relating to an inmate's status.
- Ability to synthesize data with acquired knowledge of complexion of correctional programs and unique aspects of the various prison units, and makes decisions essential to the inmate classification process. Ability to communicate effectively in written and oral form.
- Ability to organize and supervise the activities of a group of employees, and to establish and maintain an effective relationship with inmates, relatives, professional, and paraprofessional personnel.

#### Minimum Education and Experience

Bachelor's degree in a human services or criminal justice field and three years of experience in correctional programs management or related work; 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.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.