

### Class Concept

Work in this class involves assisting the Correctional Facility Administrator in the management and operations close-custody institutions with over 700 inmates and over 350 staff. Position supervises Correctional Captain III's and may supervise Correctional Assistant Superintendent III's in the largest close-custody institutions. Positions provide management oversight of restrictive housing units, including super-max, and control housing. Positions review inmates for placement, continuation, promotion and release from restrictive and controlled housing. A large variety of programs and services such as: medical, dental, and possibly mental health care and/or other programs such as chronic care are seen at this custody level. These institutions have increased numbers of incidents. Close-custody institutions have a wide diversity of inmate populations, including the highest percentage of security threat group inmates, requiring frequent modifications of custody and operational components to integrate security with other programming needs within the facility. Employees are directly involved with hiring, disciplining, coaching, and training of employees.

### 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 the principles of administration involved in operating a state correctional facility.
- 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 three years of supervisory, administrative or consultative experience in corrections or related work; or

High school or General Educational Development (GED) diploma and five 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.

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