State of North Carolina

## Class Concept

Work in this class involves assisting newly hired Correctional Officers in multiple prison facilities by providing consistent guidance, on site motivation and support during the first 24 months of employment. Positions instruct new Correctional Officers on all duty posts and operating procedures. Positions convey policies related to inmate classification, discipline, and security and to Correctional Officers. Positions work collaboratively with direct line supervisors to provide consistent guidance on issues such as: work attendance, performance and skill development, acceptable behavior and professional interactions with inmates. Coordinate the schedules of multiple trainees working varying shifts at multiple prison facilities. These positions play a key role in increasing retention in newly hired Correctional Officers.

## Recruitment Standards

## Knowledge, Skills, and Abilities

- Thorough knowledge of departmental rules, policies, and procedures concerning inmate custody, are and treatment.
- Thorough knowledge of security issues, inmate supervision issues, program services, and personnel employment issues within a prison environment.
- Ability to cooperate, collaborate, and communicate with new employees, supervisors' facility heads and others.
- Ability to organize and supervise the activities of a group of new employees and to establish and maintain an effective means of communication and exchange of ideas with new employees.
- Ability to express ideas clearly and concisely, both orally and in writing.

## Minimum Education and Experience

High school or General Educational Development (GED) diploma and one year of experience as a Correctional Lieutenant, or an equivalent combination of education and experience.

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