

Class Concept

Work in this class involves responsibility for the total operation of a large complex medium or close-custody institution which includes: custody, programs, food service, fiscal, training, human resources administration and maintenance. These facilities house the more specialized and most complex inmate population (e.g., youth, mental health, intensive management or a combination of these) or a large diversified transient population. This management role requires thorough knowledge and innovation related to the complexity in the medical and mental health mission, out-patient clinics and infirmaries. At this level there will be a greater variety of training needs such as: cell searches, use of stun shield; multi-level problem solving; higher level control devices and electronic security upkeep. At this level, employees may have all custody levels to manage. Employees report to a Regional Correctional Administrator.

The medium-custody institutions are larger in size and scope than is seen at the Correctional Facility Superintendent III level. Institutions utilizing this class have over 700 inmates and over 350 staff. The medium-custody institutions typically have restrictive housing and other specialized populations such as: geriatric, mental health, or handicapped population. The close-custody institutions using this classification are the largest most complex close-custody institutions with over 700 inmates and over 350 staff. These close custody institutions house the most violent inmates and this role provides management oversight to a large percentage of security threat groups. All the close-custody institutions have restrictive and controlled housing, which may include one or more housing units within the institution.

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 four years of supervisory, administrative, or consultative experience in corrections 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.