

### Class Concept

Work in this class involves responsibility for the total operation of a minimum or medium-custody facility or institution which includes: custody, programs, food service, fiscal, training, and human resources administration, and may include maintenance. Employees are usually responsible for 250-550 inmates and 100-225 staff. Some facilities have multiple custody levels within one facility but each custody level operates independently. Employees set goals and priorities for each component within the facility, and make modifications as needed. Employees may develop internal policies and guidelines for specific facilities. Employees are directly involved with hiring, disciplining, coaching, and training of employees. At this level specialized programs, such as substance abuse and diagnostic center processing, are recognized. Increased custody requirements or special population considerations make management of these units more complex than at the Correctional Facility Superintendent I level. Employees report to a Regional Correctional Administrator.

### 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 or institution.
- Thorough knowledge of security threat groups.
- Thorough knowledge of effective management and supervision practices.
- Working knowledge of basic human psychology applicable to an inmate population.
- Skill in motivating, coaching, and leading employees.
- Ability to effectively communicate 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 four years of supervisory experience at or above the Correctional Captain 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.