

### Class Concept

Work in this class involves managing the operations of an institutional housing unit within a close-custody correctional institution, which may include controlled or restrictive housing, medical or mental health units. Employees supervise staff; determine and evaluate program design necessary to meet the needs of the inmate population; and coordinate the programs and services with program and custody staff. Employees are responsible for the programmatic/operational orientation of inmates which includes education, mental health, administrative and disciplinary segregation and work assignments. Employees may chair the facility classification committee and are the final approving authority on unit classification and disciplinary committees. Employees report to a Correctional Assistant Superintendent.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Thorough knowledge of the methods and procedures of discipline and programs/rehabilitation of inmates confined to a correctional facility.
- Thorough knowledge of techniques of supportive counseling and interviewing.
- Skill in supervision and management techniques.
- Ability to evaluate information concerning an individual's past experience, training, attitude, social environment, and mental capabilities.
- Ability to prepare reports, both written and oral.
- Ability to establish and maintain an effective relationship with inmates, inmates' families, and a variety of professional and paraprofessional personnel.

#### Minimum Education and Experience

High School or General Educational Development (GED) diploma and five years of correctional experience, three of which must have been at the supervisory 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.