

### Class Concept

Positions are assigned to the Department of Public Safety, Division of Juvenile Justice and Delinquency Prevention. Work in this classification includes supervising direct-care staff responsible for the safety and security of juvenile offenders housed in a youth development center. These residential facilities are the most restrictive, intensive dispositional option available to North Carolina's juvenile courts.

Positions inspect housing area for safety, cleanliness, and sanitation. Positions monitor staff and juveniles to maintain a secure facility and ensure compliance with policy and procedures. Positions also conduct shift reviews, inform staff of issues, update staff regarding policies and procedures, and provide mini training sessions. These roles review and approve all written assignments completed by supervised staff, prepare written reports, and update incoming supervisors and staff of shift events. Supervisory responsibilities include scheduling work and assigning staff, interviewing and hiring staff to maintain appropriate staffing levels, monitoring performance, and instructing/training staff to ensure compliance with established policies and procedures.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Basic knowledge of juvenile law
- Basic knowledge of managerial and administrative techniques
- Basic knowledge of fiscal operations
- Basic knowledge of individual and group behavior and child and adolescent development
- Basic knowledge of programming techniques for delinquent juveniles
- Basic knowledge of various cultures, group dynamics, and techniques of communicating with adolescents
- Basic skill in administering a habilitative treatment program
- Basic skill in the application of crisis intervention techniques and emergency treatment procedures
- Ability to train and direct the work of human services professionals and paraprofessionals
- Ability to communicate effectively with juveniles, establish rapport with juveniles, and mediate with juveniles
- Ability to lead staff, mediate differences, and build consensus
- Thorough knowledge of sanitation, personal hygiene, and health and safety precautions in a residential facility
- Ability to establish relationships and successfully interact with a variety of individuals
- Ability to be alert and aware of surrounding activities
- Ability to communicate effectively orally and in writing
- Ability to maintain a professional and calm demeanor while working in a stressful environment

#### Minimum Education and Experience

Associate degree from an appropriately accredited institution and three years of related human services experience; or an equivalent combination of education and experience.

#### Necessary Special Requirements

Applicants for positions designated as Juvenile Justice Officers are subject to and must meet the hiring and training standards established by the North Carolina Criminal Justice Education and Training Standards Commission, as defined in Title 12, Chapter 9 of the NC Administrative Code, by the statutory authority of GS 17C.

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