

Class Concept

This is administrative, supervisory and managerial work in directing the operations of short-term security of pre and post, adjudicated delinquents, status offenders and juveniles bound over to Superior Court. In addition to providing secured custody of juveniles, the facility staff provides medical, substance abuse, and psychological services to detained juveniles. Employees are responsible for directing, managing and delegating workflow and assignment of staff; program planning, development and compliance; and conflict management. Work includes supervisory responsibility for employees in the facility and accountability for the overall quality of services provided. Employees develop and maintain detention policies and procedures; evaluate and assess new and existing programs; oversee the juvenile admission process to ensure timeliness and completeness of service delivery; manage and communicate changes in law, codes, policies, procedures, program requirements, and standards, to ensure compliance with general statutes, state policies, regulations and Departmental policies and procedures. They are responsible for anticipating and developing short and long-term facility needs; coordinating contracted services; and have independent responsibility for administrative expenditures. The Director is responsible for recruitment and selection, orientation, training, performance evaluations, work schedules, leave requests, safety, and morale issues of subordinate staff.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of the principles of administration involved in operating a secured facility.
- Considerable knowledge of the characteristics of juveniles and laws relating to juveniles and judicial proceedings.
- Considerable knowledge of various modalities of counseling and rehabilitation of emotional/behavioral problems.
- Skill in assessing juvenile needs.
- Skill in establishing a rapport with a variety of treatment professionals, staff, and juveniles.
- Ability to provide leadership to organize and supervise the activities of a group of employees.
- Ability to relate with the population served, their families, and diverse public and private interest groups.

Minimum Education and Experience

Master's degree in a human services or human services related field, criminal justice, or education, from an appropriately accredited institution and three years of experience in the treatment programming for youth, one of which must have been in an administrative or supervisory capacity; or

Bachelor's degree in one of the above areas from an appropriately accredited institution and four years of experience as specified above, one of which should have been in a supervisory or administrative capacity; or an equivalent combination of education and experience.

Necessary Special Qualification

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.