

Class Concept

Positions directly monitor and supervise juveniles while housed, at school, and throughout all daily activities in youth development and youth detention centers. Positions work closely and have personal and physical contact with juveniles. Safety and security duties include monitoring juveniles, maintaining a secure environment, and ensuring compliance with sanitation standards. Positions are responsible for completing records daily to include documenting safety violations and security breaches, activity briefing for shift personnel, crisis intervention events, behavioral problems/issues, and youth progress updates. Positions provide feedback to the treatment team on juveniles.

Recruitment Standards

Knowledge, Skills, and Abilities

- Basic knowledge of supportive counseling techniques
- Basic knowledge of behaviors exhibited by juveniles
- Basic knowledge of crisis intervention techniques and emergency treatment procedures
- Ability to communicate effectively orally and in writing
- Ability to establish rapport and successfully interact with a variety of individuals
- 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; or

High school or General Educational Development (GED) diploma and two 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.