

### Class Concept

Positions directly monitor and supervise juveniles in both Youth Development Centers and Youth Detention Centers. Juveniles are supervised while housed, at school, and all daily activities. The work is subject to close personal and physical contact with juveniles. Safety and security duties include: maintaining a secure environment, routinely monitoring and observing juveniles, maintaining compliance with cleanliness and sanitation standards. Positions provide feedback to the treatment team on juveniles. Daily records are completed to include: documenting safety violations and security breaches, activity briefing for shift personnel, crisis intervention events, behavioral problems/issues, and youth progress updates. The work includes all three shifts.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Basic knowledge of programming techniques for delinquent juveniles.
- Basic knowledge of supportive counseling techniques.
- Working knowledge of behaviors exhibited by adjudicated juveniles.
- 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.
- Possess visual acuity, alertness and awareness of surrounding activities.

#### Minimum Education and Experience

Associate's degree in a human services field, criminal justice or related human services field 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 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.