

### Class Concept

Positions are assigned to the Department of Public Safety, Division of Adult Correction and Juvenile Justice. Employees in this class are responsible for the day-to-day general operation of a treatment unit's recurring structured activities in a youth development center. These residential facilities are the most restrictive, intensive dispositional option available to North Carolina's juvenile courts. Position monitors activities assigned to the shift assuring that all duties are performed as required; serves as Unit Administrator in the in his/her absence; visits individual living units regularly; provides staff support and coverage; and crisis intervention if necessary. Position counsels and assists with juvenile behavior, management program implementation, and treatment team in assigned unit.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Thorough knowledge of the organization and operation of treatment programs for juvenile populations, the NC Juvenile Court System, Criminal Justice standards, basic assessment principles, and practical application of a variety of counseling techniques and approaches.
- Thorough knowledge of institutional procedures, facility security, and treatment programs for juveniles with emphasis on adolescent behavior, as well as, administration and operation support functions.
- Working knowledge and understanding of minority group cultures, group dynamics, and techniques of communicating with adolescents, and behavioral and developmental challenges and their treatment.
- Working knowledge of team and consensus building.
- Ability to develop, implement and monitor policy and procedures.
- Ability to direct, lead and monitor the work of a subordinate staff.
- Ability to handle multiple assignments and prioritize activities.
- Ability to effectively communicate orally and in writing.
- Ability to work with all levels of staff.

#### Minimum Education and Experience

Bachelor's degree in human services field, criminal justice or related human services field from an appropriately accredited institution, and one year of experience working in a secure or residential treatment facility with at-risk youth (Bachelor's degree in a related human services field, such as Criminal Justice, Sociology, Education, Religion or similar subjects shall include 25 semester hours of coursework related to the human services field.); or

Associate's degree in human services field, criminal justice or related human services field from an appropriately accredited institution, and three years' experience working in a secure or residential treatment facility with at-risk youth; or an equivalent combination of education and experience.

#### Necessary Special Qualifications

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.