



Office of Human Resources
Correctional Services Supervisor – CN3356
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General Statement of Duties

Performs first level supervision over staff and supervises and monitors clients or offenders placed under a court-ordered custody or alternative sentencing program.

Distinguishing Characteristics

Supervises and monitors clients or offenders placed under a court-ordered custody or alternative sentencing program while supervising staff. Supervises Correctional Services Specialists I and Correctional Services Specialists II, may supervise other clerical and/or professional staff. This classification is distinguished from the Correctional Services Specialist I which is an entry level training classification, and the Correctional Services Specialist II which is a journey classification.

Essential Duties

Exercises direct supervision over clients/offenders and clerical and/or professional staff with dignity and respect

Individualizes the use of the following practices in order to help clients elicit behavior change: (a) enhancing intrinsic motivation; (b) effective violation response; (c) contingency management/increasing positive reinforcement; (d) core correctional practices.

Exercises direct, first-level supervision of positions, employees, operations, and activities within Correctional Services. May include coordinating staff training; coaching; assigning and reviewing work; auditing internal compliance with standards; collecting, analyzing, and reporting statistical data as requested; tracking, recording, and monitoring accurate data entry as relates to program expertise; participating in the interview and selection process; making recommendations impacting pay, status, and disciplinary action; evaluating performance independently or in conjunction with a higher-level supervisor/manager; and approving time off and developing schedules.

Acts as a resource or expert in program area; provides technical guidance to less experienced staff. Serves on-call duty to provide assistance and direction to staff.

Provides assistance to management staff in the development, reviews and implementations of program policies, procedures, and services.

Serves on client/offender disciplinary committee; coordinates schedule for case reviews.

Provides program back up, on call consultation, and technical assistance to staff including occasional coverage of shifts.

Participates on department or division management team and internal committees, coordinates and conducts regular staff meetings, serves as liaison to local collateral agencies, provides public communication and education, responds to inquiries and complaints.

Coordinates and conducts client/offender classes, services, and programs.

Monitors and orders supplies.

In accordance with the parameters of the program, supervises and/or monitors clients/offenders in a community corrections program or work release facility, electronic home detention, or intermittent jail program.

Conducts orientations for new clients/offenders to explain facility and/or program rules and procedures.
Monitors resident living and work areas; assigns and supervises work assignments; supervises meal service.

Monitors the safety and security of facility and control of contraband including conducts searches of residential and living areas; conducts security checks of facility, facility perimeter, windows, doors, and work areas; conducts checks of resident possessions, mail, and visitors; and supervises visits.

Works with courts, probation, and other law enforcement agencies regarding client/offender suitability and compliance with programs; coordinates with community agencies, employers, and related groups to facilitate employment, work projects, transportation, or community service commitments.

Performs administrative and record keeping duties in support of program; document client/offender behavior and program activities; maintains client/offender records; processes various billing and/or program and related agency documents.

Testifies in court or for the Parole Board as required.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

General office practices and procedures.

Routine software and business application including, but not limited to, word processing, spreadsheets, presentation software, and databases.

Communicate clearly and concisely, both verbally and in writing.

Read and comprehend department and County rules, regulations, policies and standard operating procedures.

Establish and maintain effective working relationships with other County employees, representatives of other agencies and organizations, and members of the community.

Regular, predictable attendance.

Principles, practices, and objectives as related to crisis intervention, conflict resolution, and security methods in an client/offender detention program.

Scope and application of laws and regulations pertaining to correctional facilities, inmate confinement, and/or alternative sentencing programs.

Practices techniques of behavioral change and motivational enhancement.

Court and criminal justice processes and systems.

Record keeping and reporting procedures.

Principles of human behavior.

Supervisory principles, procedures, and methods including selection, training, discipline, and evaluation.

Community Service Programs Only: Safe operation of a variety of hand and power tools.

Supervise and mentor professional and support staff in a productive and positive manner.

Supervise clients/offenders and organize large client/offender groups to accomplish designated tasks.

Effectively engaging in conflict resolution, deescalation and support of persons in crisis.

Responds to medical emergencies.

Supervise and mentor professional and support staff in a productive and positive manner.

Provide professional customer service to clients and the public.

Level of Supervision Exercised

Supervises employees, operations, and activities within Correctional Services.

Education Requirement

Bachelor's Degree from an accredited college or university with major coursework in Sociology, Psychology, Criminal Justice, Human Services, Public Administration, or a related field.

Experience Requirement

Three (3) years of experience in a directly related field.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

Ability to attain, or possession of Adult CPR, AED, Naloxone, and First Aid certifications after date of hire. Maintain continuing education hours annually or as required. Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to varying and unpredictable situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.
Handles emergency or crisis situations.
Noise: sufficient noise to cause distraction.
Subject to hazards of flammable or explosive gases.
Subject to long, irregular hours.
Subject to traffic, roadways, and pedestrians.
Subject to precarious or high locations.
Wet: frequent contact with water or other liquid.
Works in confined, uncomfortable or awkward locations.

Level of Physical Demand

2 – Light (10-20 lbs)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.
Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Climbing: Ascending or descending an object or ladder.
Color vision: Ability to distinguish and identify different colors.
Crawling: Moving about in a low or crouched position.
Crouching: Positioning body downward and forward.
Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Kneeling: Assuming a lowered position.
Lifting: Moving objects weighing no more than 50 pounds from one level to another.
Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon an object so that it moves away from the person.
Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.
Smell: Ability to perceive or detect a variety of odors.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check
Education Check
Employment Verification
Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-15
FLSA Code: N
Established Date: 12/10/21
Established By: SO
Revised Date: 11/12/2023
Revised By: SO
Class History: Revised pay grade as a result of CN1800