

**JUVENILE HALL SUPERVISING JUVENILE CORRECTIONAL OFFICER (SJCO)
ROLE AND RESPONSIBILITIES**

- AUTHORITY:** Administrative Directive
- RESCINDS:** Procedure Manual Item 3-2-F, dated 08/01/13
- FORMS:**
- | | |
|---------------------------------------|-------------|
| Duty Officer Shift Summary | (F057-0031) |
| Report of Occupational Injury | (F057-8068) |
| Biweekly Time Sheet | (VTI) |
| Request for Time Off/Shift Trade Form | (F057-6219) |
| Special Incident Report | (F057-7018) |
| Restraint Report | (F057-6305) |
| Notice of Discipline Hearing | (F057-6053) |
| Discipline Hearing Officer Report | (F057-6055) |
- PURPOSE:** To define the basic duties and responsibilities of the Supervising Juvenile Correctional Officer at Juvenile Hall.

I. GENERAL INFORMATION

- A. It is the responsibility of supervisors to enforce existing policies and procedures, supervise staff's performance, ensure that the rights of **youth** are protected, monitor the appropriate supervision of **the youth** by staff, inspect the physical environment for safety and security, and train and develop staff skills.
- B. When assigned as a Duty Officer (DO), the Duty Officer directs the functions and makes primary decision for the Department in the absence of Administration. Duty Officers make immediate operational decisions, provide subsequent follow-up surveillance, keep lines of communication open, resolve problems concerning medical and other emergencies, respond to inquiries, coordinate population levels and resolve conflicting procedures.

II. RESPONSIBILITIES

A. Personnel

1. Monitor Staff Performance

Supervisors have the affirmative duty to guide, teach, and train subordinate and support staff on a daily basis by:

- a. Meeting with all assigned staff on a regular basis to discuss goals and performance.
- b. Reviewing all written work (logbook, behavior notices, SIRs, etc.) produced by assigned staff. Ensuring that all DJCO I/ DJCO II's learn to effectively balance their authority and counseling roles.
- c. Monitoring staff attendance.

2. Consultation with Human Resources

When the SJCO has information that a staff member is failing to abide by set guidelines, the SJCO will immediately gather information about the matter and seek guidance from the chain of command. The SJCO's will consult with the Professional Standards Division for technical assistance on staff misconduct issues as directed by the chain of command.

3. Training

SJCO's work toward the continued development of professional skills of their staff through participation in relevant training. SJCO's will evaluate yearly training needs for further growth and development for all assigned subordinate staff.

SJCO's will monitor staff attendance at all assigned training in order to fulfill STC requirements.

SJCO's will ensure all trainees and newly promoted staff complete their critiques after each shift.

4. Evaluations

SJCO's prepare personnel evaluations utilizing the performance standards to measure progress and evaluate performance. All evaluations are to be prepared in prescribed time frames and SJCO's are to effectively utilize the probationary period to accurately determine the ability and potential of each staff member.

After the SJCO and Assistant Division Director and/or Division Director have signed the evaluation, the evaluation is given to the employee. Once signed by all parties, two copies are made of the evaluation. The original is given to the employee, one copy is placed in the drop file and the other copy is given to the Juvenile Hall Business Office/ Personnel Clerk so that it can be logged as completed and forwarded to the Professional Standards Division.

5. Timesheets

Supervisors will review employee time sheets for accuracy and completeness and submit them to the Probation Department Payroll Unit within the prescribed deadline. All discrepancies need to be verified using the In-Time Scheduling system and the ICMS Shift Info log to verify start and end times. When necessary, payroll adjustments need to be submitted for additions or deletions of time accumulated after payroll has been submitted. (Refer to payroll manual.)

6. Scheduling

The Juvenile Hall Scheduling Coordinator prepares weekly schedules for all post positions. SJCO's will approve time off requests, shift trades, sick time, and personal emergency time consistent with the MOU and the

effective functioning of the **facility**. The Control SJCO prepares the monthly DO Schedule and maintains the list of Seniority for SJCO's.

B. Communication

In support of the organizational structure of the Department, supervisors promote the flow of information to all appropriate levels and will:

1. Maintain a timely, accurate, and supportive communication link between staff and administration.
2. Organize and directly monitor unit meetings to discuss program planning, goals, deficiencies, and to enhance intra-staff communication at least once a quarter. Quarterly Unit Meeting Minutes shall be forwarded to Prob-JH Management and Unit staff.
3. Attend Supervisory Operations meetings (once a month) and Management Meetings (Every Pay-Day week at 1pm on Wednesdays) and disseminate appropriate information to staff.
4. Review meeting notes, DO notes, field service meetings, EM meetings, gang meeting, memos, etc., and forward appropriate information to staff. Sign into ICMS and read unit logbook daily and note that the log book has been reviewed in ICMS.
5. Consult regularly with appropriate administrators to resolve casework, policy, procedure, or priority conflicts in a timely manner.
6. Effectively represent the Department in contacts with the public and other agencies as required. Present departmental policy professionally and accurately.
7. As per policy A-8, respond promptly to telephone/E-mail inquiries. In general, voice mail and E-mail messages should be retrieved at least twice each day, and messages should be returned within one working day.
8. See that quarterly reports are submitted within 10 days after the end of the quarter to the Division ADD. Ensure that Safety and Health Inspection Checklists and Institutional Monitoring Checklists – Minors Rights are submitted monthly to the Division ADD.

C. Casework Management

It is the responsibility of the **facility** supervisors in conjunction with staff to develop individualized and appropriate treatment plans of all **youth** under their care.

1. Casework Documents

Supervisors must ensure that all **youth** detained/committed to Juvenile Hall receive appropriate casework documentation, including weekly written observation/summaries (folder comments), and monthly behavior

summaries/case reviews (TANF). Supervisors will ensure that all documents are completed in a quality manner and on an individual case basis. Supervisors must also ensure that the paperwork is completed according to prescribed time frames as set forth by the "institutional casework log sheet" tracking form. All forms will be signed off by a supervisor, verifying the process completion upon release of the **youth**.

2. Special Visits

Supervisors may authorize any person whose visits may be considered beneficial to the **youth**. SJCO's must complete a "Special Visit Authorization" form prior to the visitation and the visitor must be cleared through all internal Probation Department systems as well as Visions. If the visitor is not a resident of California, additional information such as State and County of residence as well as a Driver's License Number will be needed in order to clear the visitor. These clearances shall be processed through Administration, who have access to these systems. Special visits conducted at Control are made by appointment only and recorded in appropriate appointment book maintained at Control to occur at specified time frames.

3. Temporary Releases (TRs)

SJCO's, in conjunction with the appropriate administrator, authorizes TRs based on casework needs.

4. Petitions

SJCO's are responsible for preparing applications for petition for violation/change of circumstances occurring within the **facility**.

5. VIP/VPOs

SJCO's are responsible for the quality control of all volunteers providing services within Juvenile Hall. SJCO's must ensure that presentations provided by VIP/VPOs and their conduct conforms to Probation Standards. SJCO's must also ensure that VIP/VPOs are appropriately attired and that they maintain strict confidentiality to protect **youth's** rights.

D. **Youth's** Rights Responsibilities

SJCO's will require that no **youth** be deprived of his/her basic rights as a means of discipline. SJCO's will also ensure that all **youth** have access to a process, which provides an opportunity for review and resolution of complaints of his/her care while in custody.

1. It is the supervisor's responsibility to ensure that all **youths'** rights and grievance procedures are followed.

SJCO's must complete the monitoring checklist on a monthly basis in order to ensure that all guidelines are followed.

2. SJCO's must ensure that due process guidelines are followed when administering any disciplinary action (i.e., behavior notices, SIRs, and DHO), (PMI 3-1-043)

SJCO's are responsible for:

- a. Acting as fact finder.
- b. Conducting discipline hearings, and
- c. Logging the hearing results on the DHO paperwork and into the unit Log Book.

E. Safety and Security Responsibilities

SJCO's supervise and maintain **facility** security, including the outside areas and inner fence perimeter. SJCO's ensure that the safety and security needs of **youth**, staff, and the **facility** are observed constantly.

1. Emergency Procedures

SJCO's ensure proper deployment of **facility** staff during an emergency drill or actual emergency. SJCO's also initiate monthly training exercises and ensure that all staff and **youth** are aware of proper emergency procedures (fire, cover, Code Red, earthquake, etc.).

2. Code Red/Yellow

SJCO's and Administrators will determine the need for a Code Red/Yellow and will notify Control. If initiated by a SJCO, Administration will be immediately notified.

The first SJCO to arrive to Control will assume "primary" responsibility for gathering information about the Code Red/Yellow, using a checklist at Control to ensure all procedures are followed.

On-duty SJCO's are to report to Control for briefing by the "primary" SJCO or Administration and then return to assigned unit to coordinate unit activities.

The "primary" SJCO or Administrator must determine when the **facility** may return to normal status.

3. Restraints (Physical, Mechanical, and Chemical)

Staff may utilize eight different Department-approved empty hand control holds. Mechanical restraint refers to control by use of application of handcuffs, shackles, transportation belt, institutional shield, the Tube (hard plastic closed end tube) and soft-leather restraints. The use of chemical agents refers to Oleoresin Capsicum, the approved chemical agent for use in Juvenile Hall. SJCO's will:

- a. Review applicable PMI's to ensure that all procedures are followed. This review is to occur quarterly and is to be reported in unit's quarterly report when completed.
- b. Determine, authorize, and monitor the level of control necessary.
- c. Provide direction to staff.
- d. Request involvement of Clinical Evaluation and Guidance Unit (CEGU) when possible.
- e. Notify the appropriate administrator when mechanical or chemical restraints are used (pepper, the tube, soft leather restraints, safety room, shield, etc.).
- f. Review written reports for accuracy and completeness.
- g. Ensure that all reports are properly completed prior to involved staff leaving the **facility**.
- h. Ensure medical attention is provided for all **youth** involved in any physical, mechanical, and chemical restraint. Those **youth** involved in chemical restraints must be decontaminated.
- i. Forward all necessary documentation to an appropriate administrator in a timely manner. Send e-mail notification to JH Management and Chief Deputy immediately regarding any O.C. spray use.
- j. Refrain from becoming physically involved in the restraint/ incident if at all possible.

4. Removals

All unit behavioral and school removals require SJCO/Administrative authorizations. SJCO's will directly supervise all unit removals in the absence of conflicting exigent circumstances, which require their immediate attention. SJCO's are to monitor Pak-set radios located in the SJCO's offices.

5. Unit Equipment Inventory

SJCO's complete the monthly unit equipment inventory to ensure that all county equipment is accounted for and in good repair.

6. Maintenance Issues

SJCO's effectively regulate usage of supplies and equipment, oversee maintenance of physical plant and grounds, and enforce compliance with safety standards.

F. Duty Officer Responsibilities:

1. Probation Department Representative

Juvenile Hall Duty Officers are the designated representatives of the Probation Department during non-business hours.

2. Intake/Detention Criteria (Police Contacts)

Custody Intake is responsible for screening all bookings at Juvenile Hall. The Administrator in charge should be contacted when the Duty Officer/Custody Intake Officer has questions about suitability for intake. Intakes that are 12 years or younger need to have Director approval prior to accepting the intake.

3. Shift Transition

Off-going Duty Officer is responsible for sharing all pertinent information with the oncoming Duty Officer/Administrator in charge. The oncoming Duty Officer is responsible for following up on all pending matters. Each Duty Officer is responsible for completing a shift summary.

4. Administrative Notification

It is the Duty Officer's responsibility to consult the appropriate administrator(s) for guidance and review (i.e., ARCs, critical incidents, etc.).

5. Population Management

The Duty Officer is responsible for monitoring **facility** population and the housing assignments of **youth** throughout Juvenile Hall. When necessary, Duty Officer may authorize the increase/decrease of unit populations to accommodate population needs.

6. DO Rounds

The Duty Officer is responsible for reporting to each work location at least once during the shift.

The Duty Officer is to sign in each unit logbook and confer with staff regarding activities/statuses.

7. **Facility** Check-ins (12-8)

The 12 a.m. to 8 a.m. Duty Officer will contact Joplin and the Youth Guidance Center (YGC) for a status report. If unable to contact these facilities by phone, contact via Pak-Set radio.

8. Hostage (All Emergencies)

Duty Officers are responsible for notifying Probation management and responding to and coordinating any hostage or major disturbance incident.

9. Worker's Compensation/Medical Emergencies

- a. When staff are injured while on duty, Duty Officers or any unit SJCO are responsible for completing Worker's Compensation documentation and forwarding to designated **Facility** Administrative Secretary.
- b. For serious injury or illness regarding staff or **youth**, the Duty Officer will instruct Control to call 911 and the Juvenile Hall Medical Unit.
- c. Injuries resulting in extended hospitalization, disfigurement, or death require notification of the County Safety Officer and EM within eight hours.

10. Visiting

Duty Officers must be available to respond to visiting for any unusual situation, such as parents under the influence, finding of contraband, **youth**/parents upset, complaints, etc.

11. ICMS Inquiry

Duty Officers/ SJCO's will access ICMS inquiry system for Probation information requested by DPOs/Police agencies. Phone requests must be authenticated.

12. Scheduling

SJCO's implement contingency plans needed to ensure all posts are covered. Duty Officers are responsible for reviewing and authorizing impromptu scheduling on a daily basis and be up to date on all scheduling policies and procedures.

13. Alarms

- a. Juvenile Justice Center fire/trouble alarms.
- b. Outlying field office security alarms.

SJCO's are responsible for receiving notification from Honeywell Alarm Systems and notifying the appropriate contact personnel for each facility.

14. Outer **Facility** Escapes

Between the hours of 10 p.m. and 7 a.m., Juvenile Hall Duty Officers will E-mail the Chief Probation Officer, the Chief Deputy of **Facilities**, and his/her secretary of all outlying **facility** escapes.

15 **Youth** with Warrants at Reception

Youth reporting to Juvenile Hall with outstanding warrants/stayed commitments will be admitted for booking upon verification.

The Duty Officer will request the assistance of ISU/IRC staff to take the **youth** into custody and escort them to the IRC for booking process.

16. Keys

When Juvenile Hall keys are reported missing, the Duty Officer will contact the responsible individual by phone and have them return the keys immediately.

G. Special Projects

Supervisors will be involved in special projects, such as committees, investigations, program development, etc.

REFERENCES:

Procedures:	3-1-F	Professional Standards – Facilities
	3-1-012	Residents’ Grievance Procedure
	3-1-015	Use of Force-Physical, Mechanical & Chemical
	3-1-024	Youth’s Mail
	3-1-027	Room Confinement
	3-1-043	Behavior Management and Disciplinary Due Process
	3-1-211	Requests for Time Off/Shift Trade
	3-1-303	Special Incident Reports
	3-1-306	Institutional Case Planning and Case Reviews
	3-2-110	Soft-Leather Restraints/Tubes
	3-2-111	Safety Rooms
Policies:	A-1	Policy, Procedure and the Law
	C-1	Maintaining Employment Status
	C-12	Performance Evaluation
	C-16	Employee Conduct – On Duty
	C-17	Employee Conduct – Off Duty - Law Violations

D.Nichols/I.Gutierrez

APPROVED BY: