

COUNTY OF SOLANO
CLASS SPECIFICATION
JUVENILE CORRECTIONAL COUNSELOR MANAGER
Effective Date: 8/10/2022

CLASS SUMMARY

Under direction, assists in planning, coordinating, and managing the day-to-day operations, programs, and activities of the Juvenile Detention Facility (JDF) and all programs that are operated on facility grounds; the care, custody, and control of resident youth; and the supervision of division staff.

Located exclusively in the Probation Department, this is a management level class, which has responsibilities, and control over facility administration, budget I, policies, and procedures; personnel; security; health and safety; and special programs. Work requires the highest levels of initiative, independent judgement, resourcefulness, discretion, and organizational skills within established and professional guidelines.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the:

- **Probation Division Chief** and **Superintendent of the Juvenile Detention Facility** classes which are executive management level classes having greater overall responsibilities for Departmental operations and support functions.
- **Probation Services Manager** class which is used to plan and direct operations of a Probation Field Division or Institutional Services Division.
- **Juvenile Correctional Counselor (Supervising)** class which is a first level supervisory class that plans, organizes, and supervises a unit of Juvenile Correctional Counselors responsible for providing day to day supervision and monitoring of youth detained at the facility.

SUPERVISION RECEIVED AND EXERCISED

- Provided by a Probation Division Chief, Superintendent of Juvenile Detention Facility, or designee.
- Provided to juvenile correctional counselor and/or probation officer supervisory classes and administrative services staff assigned to the JDF. Oversight over medical, mental health, food services, welfare and educational staff from other County departments, agencies, and/or outside contractors.

ESSENTIAL DUTIES This class specification represents the core areas of responsibilities, specific position assignments will vary depending on the needs of the department.

Exercises management and administrative authority for the 24-hour/7-days per week operations, programs, and activities of the Juvenile Detention Facility (JDF) and all programs on the grounds of the facility, by:

- planning, coordinating, managing, and evaluating the day-to-day operations and special programs; and making recommendations on organizational, financial, and procedural matters;
- reviewing changes, modifications and updates in the laws and regulations governing institutional custody, care, treatment, and security of detained youth;

- ensuring compliance with federal, state, and local laws, regulations, ordinances, and best practices;
- assisting in preparing, administering, and monitoring the Department's and JDF's policies, procedures, goals, and objectives; initiating changes to increase operational effectiveness and efficiency;
- assisting in developing long-range plans, policies, procedures, programs, treatment techniques, and services;
- assisting in developing, formulating, and justifying JDF's facility and program budgets; forecasting funds and preparing proposals; controlling and monitoring budget expenditures; and administering contracts and grants;
- determining mandated reporting and records, compiling information from various sources, and preparing reports and correspondence concerning fiscal, administrative, and operational matters;
- ensuring youth records, performance statistics, and financial and accounting records and reports are properly kept; and
- performing, leading and/or coordinating special projects as assigned.

Ensures legally sound and effective custody, care, treatment, and security of detained youth, by:

- conferring with managers and supervisors regarding operations and problem resolution within the detention facilities, grounds, and associated areas;
- assuring activities and programs are accomplished within the Department's and JDF's established guidelines, protocols, and philosophy;
- overseeing admission and release procedures; implementing systems ensuring youths' rights and safety;
- consulting with staff on youths' behaviors, attitudes, individual problems, and compliance with rules and regulations;
- reviewing investigation reports and/or conducting investigations on grievances and complaints on activity and conditions in the facility, preparing reports of findings and making recommendations for corrective actions;
- reviewing case files and disciplinary actions; advising and assisting staff on complex cases and special problems; acting in a consulting capacity providing instruction and guidance regarding interviewing, evaluating information, case work techniques, and investigation and field supervision procedures;
- planning, administering, and monitoring evidence-based programs; and
- evaluating and implementing new service delivery methods and techniques.

Performs supervisory duties to direct reports and others through subordinate managers and supervisors, including:

- establishing performance standards for treatment, care, and facility operations; identifying and resolving operational problems;
- assisting in interviewing and selecting staff; recommending personnel actions such as new hires, promotions, transfers, performance evaluations, counseling, disciplinary measures, and terminations;
- ensuring required, formal, and informal staff training standards are met; providing career development and mentoring;

- overseeing the mandated Standards Training and Correction (STC) program for the JDF and all programs operated on facility grounds;
- scheduling and assigning work activities and deadlines; coordinating multiple work programs/projects to meet critical deadlines.
- monitoring work in progress, evaluating work performances and final products and services; and recognizing work efforts and accomplishments;
- responding to staff concerns and problems; conferring with staff regarding management and operational issues; reviewing and/or conducting internal investigations, providing instruction and guidance in handling difficult or complex work problems; and
- communicating, supporting, and enforcing County and departmental policies and procedures including those related to equal opportunity and to safety.

Represents the Probation Department and the JDF Division, by:

- functioning as the central point of contact during normal and emergency situations regarding juvenile detention facilities, programs, and related matters;
- acting as the liaison between subordinate staff, parents, teaching and medical staff, representatives of other agencies, law enforcement officers, Probation Department staff, contracted service providers and the public;
- providing information and responding to requests from the Court
- responding to and resolving difficult and sensitive citizen inquires and complaints;
- serving on a variety of County, non-County, and community meetings, committees, commissions, boards, and professional groups; and,
- consulting with parents, representatives from field divisions, other departments, and the community; explaining the operation of the detention facility and responding to their questions and complaints.

Serves as a member of the Department's management team.

Acts for the Director of Probation, Assistant Director of Probation, Probation Division Chief, and/or Juvenile Hall Superintendent as needed.

May provide staff assistance to the Director of Probation, Assistant Director of Probation, Probation Division Chief, and/or Juvenile Hall Superintendent.

Performs other related administrative and management duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

- Education: Bachelor's degree from an accredited college or university with major coursework in administration of justice, corrections, criminology, social work, psychology, sociology, or a field closely related to the intent of the class;
and
- Experience: Four (4) years of experience in a correctional or probation institution, or related social service agency, in a class equivalent to, or higher than, Solano County's Juvenile Correctional

Counselor (Supervising) or Deputy Probation Officer (Supervising).

Licensing, Certification and Registration Requirements:

- California Penal Code, Section 832 training completion or equivalent.
- Juvenile Corrections Officer Core Course or Deputy Probation Officer Core Course Certification, or equivalent, required by the California Standards for Training in Corrections (STC) Programs.
- Manager/Administration Core Course Certificate obtained within one year of appointment.
- Current First Aid and Personal Safety certificate or obtain within 60 days of appointment.
- CPR Certificate or obtain within 60 days of appointment.
- California Driver's License, Class C.

Note: All licenses, certificates, and registrations must be kept current and in good standing while employed in this class including completing continuing education units as required. Failure to do so may constitute cause for negative personnel actions in accordance applicable bargaining agreement.

REQUIRED COMPETENCIES

Knowledge of:

- Mission, goals, and operations of juvenile detention facilities and/or rehabilitation programs.
- Laws, codes, rules, and regulations applicable to juvenile detention facilities.
- Applicable Penal Code, Health and Safety Code, Vehicle Code, Welfare, and Institutions Code sections of the California Penal Code governing the care, detention, and release of juveniles.
- Facility rules, policies, laws, and regulations pertaining to justice involved youth assigned to the facility to include general knowledge of Title 15 and the Prison Rape Elimination Act (PREA).
- The rights of detained youth and the staff of the facility.
- Psychology of adolescence and causes of juvenile delinquency.
- Evidence based treatment practices for youth detained in a juvenile detention facility setting.
- Behavior modification and treatment program techniques.
- Concepts of sociology and psychology of youth.
- Current trends of youth behavior, gangs, cults, and groups.
- Philosophy methods of treatment and institutional security.
- Principles and practices of strategic planning; organizational and program development and implementation; change management; fiscal management and budgeting, cost analyses and controls; and resource allocations.
- Statistical analysis, grants, and report preparation.
- Recruitment, selection, training, staff development, team building, conflict resolution, performance evaluations, employee counseling, and progressing discipline within 24-hour facilities.
- Customer service techniques for dealing with others, often in a difficult or confrontational situation.
- Oral communication techniques including presentations to groups of various sizes in a positive, persuasive, and motivational manner.
- Formats and appropriate terminology for written communications including business correspondence, policies, procedures, and narrative reports.
- English composition, spelling, grammar, vocabulary, and punctuation.

- Media production, communication, and dissemination techniques and methods including alternative ways to inform and persuade by written, oral, and visual media.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Interpret and implement federal, state, and local laws, rules, ordinances, and regulations governing an institution for the care and security of youth.
- Plan, direct, monitor, and manage the activities and operations of a juvenile detention facility and related programs.
- Develop and implement department, facility, and operational policies and procedures.
- Plan, organize, and administer effective evidence-based programs.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Coordinate multiple work programs/projects to meet critical deadlines.
- Prepare and administer large facility and program budgets; prepare funding proposals; administer contracts and grants; and control budget expenditures based on goals, laws, and approved program goals.
- Gather and analyze statistical data.
- Prepare administrative, financial, and statistical reports; correspondence; documents; records; and technical reference materials.
- Analyze operational, programmatic, detainee, and staffing problems, concerns, and conflicts; identify solutions; project consequences of proposed actions; implement recommendations in support of goals; and interpret the results for effectiveness.
- Maintain accurate records and document actions taken.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Select, supervise, train, develop, counsel, and evaluate staff within the juvenile detention facility and other facility operations.
- Determine the appropriate course of action in crisis and/or emergency situations.
- Establish cooperative working relationships with staff, detained youth and their parents/guardians, contracted staff, the public, and others contacted in the performance of required duties.
- Work with and speak to various cultural and ethnic individuals and groups in a tactful, respectful, and effective manner.
- Communicate information and ideas to others to persuade them to approach things differently and/or to help them understand what needs to be accomplished.
- Represent the Department and Juvenile Detention Facility in meetings with representatives from various County and non-County organizations.
- Operate modern office equipment and technologies including computers and related software applications.

PHYSICAL REQUIREMENTS

- **Mobility and Dexterity:** The incumbent is required to stoop, kneel, reach, stand, walk, finger, grasp, feel (i.e., sense of touch), and perform repetitive motion. May be required to use force to restrain/subdue others. May involve prolonged standing.
- **Lifting, Carrying, Pushing, and Pulling:** The incumbent is required to exert up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or 20 pounds of force constantly to move objects. May require physical restraint of youth including lifting and holding 100 or more pounds with assistance.
- **Vision:** The incumbent is to have close visual acuity, with or without correction, to prepare and analyze data and figures; view a computer terminal; read, etc. The incumbent must have the depth perception to operate a motor vehicle; the visual acuity to make observations of surroundings; color vision sufficient to distinguish colors to describe events in an accurate manner.
- **Hearing/Talking:** The incumbent must perceive the nature of sounds at normal speaking levels, with or without correction, and to receive detailed information through oral communication. The incumbent must express or exchange ideas by means of the spoken word. Detailed or important instructions must often be conveyed to others accurately, loudly, and/or quickly through various mediums.
- **Other:** The incumbent must have the sufficient sense of smell, vision, touch, and hearing to observe mechanical and equipment functions for normal and abnormal occurrences.

WORKING CONDITIONS

- **Work in a Detention Facility:** The incumbent will be working in a restricted, sometimes hostile environment and subject to exposure to communicable diseases, intense noises, odors, blood, and other bodily fluids. The incumbent is required to lift objects weighing more than 100 pounds with assistance.
- **Disruptive/Confrontational Human Contacts:** The incumbent will be subject to disruptive or confrontational people.
- **Work Hours:** The Incumbent may be required to work weekends, holidays, irregular hours, and after normal business hours.
- **Traffic Hazards:** The incumbent will operate vehicles and subject to traffic hazards while driving.
- **Independent Travel:** The incumbent travels independently to transport youth and to attend meetings, trainings, classes, and seminars.

OTHER REQUIREMENTS

- Complete annual training requirements in accordance with Title 15, Division 1 of the California Administrative Code.
- Pass a physical exam and psychological exam as a condition of employment.
- Possess limited Peace Officer powers as delineated in the California Penal Code and must meet training requirements in accordance with Penal Code Section 832.
- **Child Abuse Reporting:** As a condition of employment, must sign a statement agreeing to comply with Sections 11165.7 and 11166 of the California Penal Code related to child abuse reporting.
- Background and reference checks will be conducted on candidates prior to appointment to a position within this class including the State of California Department of Justice, the Federal

Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any state, city, and/or county where the applicant has lived, worked, or gone to school.

- Meet minimum peace officer standards concerning citizenship, age, character, education, and physical/mental condition as set forth in Section 1029 and 1031 of the California Government Code.
- Pass drug and alcohol testing as required under the Federal Omnibus Transportation Employee Testing Act of 1991. Testing includes post-accident and pre-employment, as well as random and reasonable suspicion testing as required by law.

CLASS HISTORY AND CLASS INFORMATION



Charmie S. Junn
Director of Human Resources

- Date Approved by the Director of Human Resources:
- Date Class Title added to the Listing of Classes & Salaries by the Board of Supervisors: 8/9/2022
- Date(s) Revised:
- Date(s) Retitled and Previous Titles of the Class:
- Class Code: