



# Allen County Job Description

## RESIDENTIAL SERVICES OFFICER

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Department: Allen County Community Corrections

FLSA Status: NON-Exempt

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Under the direction of the Residential Services Officer Shift Supervisor, the Residential Services Officer is responsible for maintaining security and monitoring adherence to program rules within the ACCC Residential Services Facility. The Residential Services Officer oversees activities of facility residents, assists in maintaining the safety, security and sanitation of the facility, and monitors participant conduct to ensure compliance with all ACCC policies and procedures. This position is covered as defined by The Board of Commissioners of the County of Allen Employee Handbook.

### **ESSENTIAL FUNCTIONS:**

- Maintains interior security of the facility, including monitoring surveillance cameras and door controls.
- Conducts patrols and routine searches of all dormitories and searches participants for contraband.
- Maintains accurate accounting of all participants.
- Ensures compliance with facility rules and regulations, and monitors participant compliance with individual treatment plans, recording and reporting inappropriate behavior to case managers and/or supervisors as required.
- May periodically secure and/or physically restrain violent/uncontrollable participants as situations demand.
- Documents/logs all activity during shift, noting pertinent information for subsequent shifts.
- Supervises and distributes meals.
- Ensures participants receive proper medical attention as needed and supervise work details and other activities in and around the facility, ensuring proper and timely completion.
- Verifies participant release from facility for work, counseling, and approved requests; checks residents in/out following prescribed procedures.
- Operates portable Alco Sensor and collects urine samples of same gender participants as required.
- Assists participants in role - playing difficult situations to achieve a more positive result.
- Identifies challenges quickly and efficiently facilitates the flow of information and communicates concerns to the immediate supervisors.
- Maintains awareness of all Residential Facility policies, procedures and protocols, to include compliance with PREA policies.
- May periodically testify in court/disciplinary hearings as required.
- Ensures participants are treated with respect while having the ability to influence and support behavior change through Evidence-Based Practices.
- Attends meetings and training sessions as required.
- Routinely make database (SRS) entries for documentation purposes.
- Assist in the execution of mandatory safety drills as needed.
- Assist in the adherence of all food, safety and sanitation procedures are followed for the Residential Facility.
- Answers telephone and greets visitors as assigned, providing information and assistance, taking messages and or directing to appropriate individual or department. Reports inquiries regarding individual participants and facility activities To Residential Services Officer Shift Supervisor.
- Performs all other duties as assigned.

## **REQUIREMENTS:**

- Extensive experience working in a law enforcement and/or criminal justice environment, with focus on community-based supervision preferred. Experience working in a residential environment preferred.
- High School Diploma or equivalent required; Associates in Criminal Justice is preferred.
- Previous experience with case management/supervision of criminal offenders preferred.
- Ability to obtain Motivational Interviewing Internal Certification.
- Ability to obtain Crisis Interviewing Training (CIT) Certification.
- Ability to obtain Criminal Justice Risk Assessment (IRAS) Instrument Training/Application Certification.
- Ability to obtain required training certificates within time specified by department, including first responder/CPR, response to resistance, verbal de-escalation and disease control.
- Ability to use all assigned uniforms and/or equipment.
- Ability to be successfully certified in the use of Taser, as required.
- Ability to be successfully certified in the use of baton and handcuffs.
- Ability to be successfully certified in safe use of pepper spray.
- Must attend and successfully complete all required agency training courses, including defensive tactics.
- Ability to deal swiftly, rationally and decisively with potentially violent individuals in precarious situations.
- Ability to recognize anti-social thinking and behaviors and to address them immediately, positively and in a non-threatening manner.
- Ability to work with others in a team environment and maintain appropriate, respectful interrelationships with co-workers.
- Ability to competently service the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
- Ability to regularly work weekend and/or evening hours, occasionally work extended and or irregular hours.
- Knowledge of all local, state, and federal laws applicable to program operations.
- The agency subscribes to the National Institute of Corrections' Eight Principles of Effective Intervention (EBP), must be able to complete required Correctional EBP training programs and demonstrate competencies that focus on empirical recidivism risk reduction strategies.
- Strong written and verbal communication skills.
- Ability to maintain strict confidentiality of all department records and information.
- Proficient computer skills with the ability to use Microsoft Office and other job-related software.
- Ability to make practical application of rules, regulations, policies, and procedures of the department.
- Ability to work alone under minimal supervision and with others in a team environment.
- Ability to properly document and preserve evidence.

## **DIFFICULTY OF WORK:**

The Residential Services Officer is required to have comprehensive knowledge of program guidelines of Allen County Community Corrections (ACCC), working knowledge of all court procedures, exercising judgement to effectively assess, evaluate and work with participants. Careful consideration is needed for unique situations and a variety of complex and significant circumstances and choices.

## **RESPONSIBILITY:**

The Residential Services Officer is responsible for overseeing the internal safety and day to day operations of the living quarters with ACCC's Residential Facility. The Residential Services Officer will also be required to model pro-social behavior daily. Purpose and desired results are known, and some unusual cases and circumstances are discussed with supervisors. Work is reviewed for completeness, soundness of judgement and compliance with laws and regulations.

**PERSONAL WORK RELATIONSHIPS:**

The Residential Services Officer maintains frequent communication with other County employees, program participants, visitors to the facility and members of various governmental and social service agencies and members of the general public regarding the coordination and supervision of serious and violent felony program participants.

**WORKING CONDITIONS:**

The Residential Services Officer works predominantly in a residential community corrections facility and maintains frequent contact with program participants who have been convicted of various misdemeanor and felony offenses and may be dangerous, violent and/or abusive. There is some standing and walking with frequent sitting. Frequent mental/visual effort, attention to detail, detailed inspection and typing are to be expected.

**SUPERVISION:**

None

**LICENSING:**

- Ability to obtain Motivational Interviewing Internal Certification.
- Ability to obtain Crisis Interviewing Training (CIT) Certification.
- Ability to obtain Criminal Justice Risk Assessment (IRAS) Instrument Training/Application Certification.
- Ability to successfully complete ECMS training.
- Ability to successfully certify in Taser, baton, handcuffs and use of pepper spray.
- Defensive tactics and CPR.
- Valid driver's license.

**IMMEDIATE SUPERVISOR:**

Residential Services Officer Shift Supervisor

**HOURS:**

Responsible for the operation of a 24/7/365 agency division. Hours as needed; Minimum of 40 hours/week; overtime and flexible hours are routine, weekend and evening hours as required.

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