
Position: Detention Shift Supervisor

Opening Date: 11/22/2022
Salary: \$48,467/year

Closing Date: Until Filled

Department: Probate Court-Juvenile Justice Center
Status: Full-time
Enforcement)
FLSA Status: Non-exempt

Location: Juvenile Justice Center, South Bend, IN
Job Category: POLE (Protective Occupations, Law

Hours: Second Shift (2:00 PM-11:00 PM)

Description:

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. St. Joseph Probate Court provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Detention Supervisor for the St. Joseph Probate Court/Juvenile Justice Center, responsible for providing care and security for residents at the St. Joseph Probate Court/ Juvenile Justice Center. Meets the physical and emotional needs of all residents.

Essential Functions:

DIRECT REPORT: Detention Supervisors report directly to the Assistant Director of Detention and/or the Director of Detention for supervision and administrative needs.

DUTIES: Provides care and security for residents at the St. Joseph County Juvenile Justice Center. Meets the physical and emotional needs of all residents. Possesses the ability to perform any tasks necessary and requested for the overall operation of the agency, including, but not limited to:

ESSENTIAL RESPONSIBILITIES:

- The Detention Supervisor is primarily responsible for the milieu within the detention environment, control room operations and Detention Officers performance.

EQUAL OPPORTUNITY EMPLOYER

- Supervises intake and release paperwork of Control Officers.
- Reviews activities during assigned shift and ensure that procedures and operations are conducted properly and according to policy and procedure.
- Check-in visitors. Determine who will frisk juveniles after visits. Make sure visitation policy is enforced.
- Make sure log entries are up to date, legible, and reflect accurate occurrences.
- Supervise part time and full time Detention Officers.
- Gather all related information regarding incidents to report it to the Director of Detention and Probation Officer, and if necessary, contact them.
- Conduct telephone complaints/questions from parents in a professional manner.
- Perform Detention Officer responsibilities as needed. (Please review Detention Officer duties and responsibilities).
- Supervise and/or record inventory needs for clothes, food, supplies, etc.
- Collate statistical data.
- Perform other duties related to the operations of detention as assigned by the Director of Detention.
- Assist in training of new and existing staff.
- Assist Director of Detention with staff performance evaluations.
- Conduct shift change.
- Enforce, oversee, and model for staff Safe Crisis Management (SCM), Behavior Chains, and Problem Resolution Process (PRP).

NOTE: Female staff may supervise male and female detainees. Male staff only supervises male detainees. Staff are not allowed to enter the cell of the opposite sex unless a staff member of the opposite sex is present and only when there is an emergency. Male staff may only enter the female pod/cell in case of an emergency; however, female staff must be present.

RESPONSIBILITY:

Considerable judgment must be exercised on an independent basis in regard to the classification, safety and security of all residents and staff. Policies and procedures are written, but every situation is not, and cannot be covered. Supervisory assistance is available. Errors in judgment may result in safety or security problems such as: fights, escapes, suicides, and injury to staff or residents.

PERSONAL WORK RELATIONSHIPS:

Receives phone calls from police personnel, parents of juveniles, juveniles on probation, and general public. Responsible for answering questions, taking messages, and relaying accurate information in a courteous and professional manner. Interacts with juveniles in detention, parents, grandparents, and relatives of juveniles in detention, teachers, other Detention Officers, Probation Officers, Police Officers, Administrative and Court staff. Must maintain a professional relationship with all residents at all times and staff while on duty.

PHYSICAL /MENTAL DEMANDS AND WORK ENVIRONMENT:

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This is a locked, secure, jail-like environment housing juveniles who are charged with delinquent acts many of which are violent such as battery, robbery and murder. The safety of this community, as well as our staff and residents depends upon Detention Officers who have the ability to act quickly, responsibly, and fairly, with compassion, consistency, and control.

Work is performed on carpeted and tile-covered cement floors. There is a considerable amount of walking in the center to monitor Detention Operations. Detention staff must possess the ability to visually inspect a cell room through the door window before entry. Inability to do so would greatly increase the possibility of attack upon staff or decrease the possible witnessing of an incident taking place inside the room.

Physical confrontations with residents, require physical fitness, endurance, a moderate amount of strength and mental awareness. Officers must be physically able to subdue a resident who is fighting or out of control. This may include physical restraint, handcuffing, use of pepper spray, and transporting the juvenile to a more restrictive environment when necessary.

Detention Supervisors must have the ability to manage and control juveniles who are verbally and physically abusive without losing control of emotions, perform duties professionally, maintain self-control, and treat all residents with respect, without partiality.

The duties described above are indicative of the knowledge, skills, and abilities and normal task assignments of this job, and do not constitute an exhaustive list of all tasks which may be required. Additional duties requiring similar or lesser skills may be added at any time without the necessity of altering the description or re-evaluating the job.

Qualifications:

EDUCATION: Baccalaureate degree required.

EXPERIENCE: Minimum of four (4) years verifiable experience working with youth and/or within the juvenile justice system preferred. Knowledge of the fundamentals of supervisory skills along with good interpersonal and communication skills required.

SKILLS: The ability to relate to professional staff, detained youth, and their families without bias or partiality. Competency to provide security for the community, staff and Detainees through applied mental and physical skills. Capacity to use good judgment, problem solve, anticipate, prevent, intervene, and solve crisis situations appropriately. Ability to make rational, independent decisions regarding detention operations. Ability to see what needs to be done, with skills to make sure the job is completed. Must be mature and able to accept responsibility with minimal or no supervision. Good written and verbal communication skills are a must. Ability to competently serve the public with diplomacy and respect, including occasional encounters with violent/irate individuals. Ability to understand, memorize, retain, and carry out written or oral instruction and present findings in oral or written form.

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