

# **ON-CALL DETENTION OFFICER**

**Open until filled**

## **Job description**

Hourly Wage : \$15.76

FLSA :Non Union Confidential/ Non Exempt (NOT TO EXCEED 20 HOUR PER WEEK)

### **POSITION TITLE**

On-Call Detention Officer

### **REPORTING TO**

Shift Supervisor, Detention Manager

### **DUTIES & RESPONSIBILITIES**

#### *Juvenile Detention:*

- Perform intake duties to include searches on juveniles (on adults as necessary), interview juvenile; use good assessment skills when admitting or releasing a juvenile from the facility; prepare the correct paperwork; perform admittance, release, juvenile evaluations (written forms), distribute meals and supervise showers; participate in group activities; provide extra supervision for juveniles with special needs.
- Maintain a clean facility and instruct juveniles on proper cleaning methods; complete minor maintenance when needed; report maintenance issues.
- Visually and/or audibly supervise all juveniles.
- Respond to emergency situations and interact to diffuse aggressive situations; handle difficult and specialized discipline problems by using correction techniques and established disciplinary controls.
- Maintain current CPR/First Aid Certification; participate in training; work a variety of hours and on weekends; answers multiple telephone lines; perform clerical duties as necessary; attend required meetings.
- Demonstrate a positive role model to other staff and juveniles by treating all human beings with respect; maintain punctual and regular attendance; establish and maintain positive working relationships with customers, co-workers and other agencies; comply with department and NORCOR policies, procedures and regulations; maintain a neat personal appearance; exhibit a positive attitude and courteous example for juveniles, fellow staff, visitors and general public; and by being a law abiding citizen.
- Exercise good judgment and an adequate degree of control in supervision by allowing no escapes or injuries due to carelessness.
- Ensure open and thorough communication with team members through meetings, log entries and direct shift communication with particular emphasis on safe and secure operation of the unit; develop and maintain effective, harmonious and reasonable work relationships with others; maintain regular and predictable work attendance.

#### *Other duties:*

### **Qualifications**

#### **MINIMUM QUALIFICATIONS**

- To perform this job successfully, and individual must be able to perform each essential duty satisfactorily.

- The requirements listed below are representative of the knowledge, skill and/or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The facility operates 24 hours a day, seven days a week.
- Applicants must be willing to work a set schedule of no more than 20 hours per week, possible weekends and holidays.
- Class A Misdemeanor or Felony convictions may be disqualifying.
- Ability to operate personal computer, including word processing and specialized software, two-way radio, telephone, typewriter, copy machine, calculator and fax machine.
- Candidates must pass a thorough background investigation which includes, but is not limited to a review of applicant's criminal, driving, military, educations & employment history.
- Must be a United States citizen.
- Understand & follow oral & written directions.
- Communicate effectively both orally & in writing.
- Work cooperatively with others.
- Work confidently with discretion.
- Must have good interpersonal skills, including patience & the ability to listen.

### **EDUCATION and/or EXPERIENCE PREFERRED**

- High school diploma or GED equivalent. Any experience or training which would demonstrate the ability to perform the work.
- LANGUAGE SKILLS: Ability to read, analyze and interpret local or state government statutory or financial reports rules laws and regulatory documents. Bilingual English/Spanish is desirable.
- NECESSARY SPECIAL REQUIREMENTS: Must possess or obtain within 30 days of hire, a valid Class C Oregon Driver's License and an acceptable driving record. (This requirement may be modified under exceptional circumstances.)

### **ABILITIES**

- Requires the ability to carry out the full scope of the position.
- Requires ability to deal with difficult individuals in high stress environment.
- Solid verbal communication skills including tact, diplomacy & ability to maintain composure at all times.
- Exercise sound judgment when acting in routine situations.
- Must be detail-oriented & have the ability to see the big picture, be flexible & responsive.
- Ability to handle sensitive & private information with adherence to all confidentiality policies.
- Integrity & discretion are essential.
- Strong Typing & Computer Skills.
- Basic understanding of spelling & grammar fundamentals essential.
- Establishing & maintaining interpersonal relationships.
- Time management & prioritizing duties.
- Critical thinking.
- Knowledge of and ability to interpret, apply and explain NORCOR documents policies, procedures and legal requirements applicable to area of assignment.
- Excellent oral communications skills to explain policies, regulations, and procedures and to work effectively with other employees, agencies and the general public using courtesy, tact and good judgment.
- Ability to prepare effective written reports, correspondence, memoranda, policies and other written documents.
- Ability to maintain the confidentiality of sensitive and confidential materials and information.

## **PHYSICAL DEMANDS**

- Work is generally performed indoors in a detention or jail environment and is essentially sedentary in nature. The work requirements include the ability to see, talk and hear, sit and stand, walk, use hand to finger, handle or operate objects, tools or controls; reach with hands and arms and lift or move (50) fifty pounds. Some work assignments directly involve the safety and security of the facility and may require split second decision making.
- The physical demands described here are representative of those that must be met by an employee to successfully, perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

- Detention facilities are unique by nature. Communications may be by electronic means, requiring visual and audio queues and codes. The noise level in the work place is usually moderate but is unpredictable, and can escalate to a loud level of abusive verbal sounds and terminology.
- The level of security is usually secure, but there could be situations where the safety of the employee could be compromised, or the potential of a hostage or threatening situation may be present.
- There may also be the presence of various potentially contagious bacteria or viruses as well as the possibility of blood borne pathogens.
- In the Detention Officer series, this is the entry-level position. The position monitors juvenile offenders in the daily activities of a detention and/or staff secured facility. This position has no schedule and no guaranteed hours. The position is scheduled on an as needed basis.

## **ADDITIONAL INFORMATION**

- **SUPERVISION RECEIVED:** An On-Call Detention Officer works under the direct supervision of a Shift Supervisor who assigns work, establishes goals and reviews work for conformance to established standards and statutes.
- **SUPERVISION EXERCISED:** Supervision of other employees is not a responsibility of this position.
- This classification description is not intended to be an exhaustive list of duties, knowledge, skills, abilities, or requirements, as any one position in this classification may be assigned some or all of these duties, in addition to other duties not explicitly listed here. The various duties, responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, seasons, service levels and management's decisions on how to best allocate department resources. Any shift, emphasis or rebalancing of these assigned duties, responsibilities and/or assignments does not constitute a change in the job classification.