

## CLERICAL SUPERVISORS' DUTIES

- AUTHORITY:** Administrative Directive
- RESCINDS:** Procedure Manual Item 3-2-G, dated 03/15/13
- FORMS:** None
- PURPOSE:** To outline the duties and responsibilities of the clerical supervisors assigned to Juvenile Hall. The clerical management team consists of two Office Supervisors supervised by an Administrative Manager I.

### I. GENERAL INFORMATION

It is the responsibility of supervisors to enforce existing policies and procedures; supervise staff's performance; train and develop staff skills; and plan, organize, coordinate and supervise the work of the unit in accordance with departmental policy, legal requirements, departmental standards and administrative directives.

### II. RESPONSIBILITIES

#### A. Job Knowledge

1. Learn, remain proficient and maintain quality control for all functions of subordinate staff within the unit.
2. Ensure that the unit is efficient and operations are consistent with laws, court orders and departmental policies.
3. Make judgement decisions and take necessary action in any situation pertaining to the proper operation of Juvenile Hall.
4. Make recommendations for improving efficiency and solutions to identified problems via the chain of command.

#### B. Personnel

##### 1. Monitor Staff Performance

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

- a. Meet with all assigned staff on a regular basis to discuss goals and performance.
- b. Enforce Juvenile Hall and Departmental rules, policies, procedures and standards. Correct and advise subordinate staff in any area necessary.
- c. Review work of subordinate staff on an occasional or as needed basis to maintain quality performance of staff.

d. Monitor staff attendance and punctuality.

2. Consultation with Professional Standards Division (PSD)

When a supervisor has information that a staff member is failing to abide by set guidelines, the supervisor will immediately investigate the incident and then seek guidance from the chain of command. The supervisor will consult with PSD for assistance on staff misconduct issues as directed by the chain of command.

3. Evaluations

Supervisors will meet with each assigned staff member periodically to review work performance and keep informal written records of each employee's work on file for training and evaluation purposes. Supervisors will prepare formal written performance evaluations of clerical staff by utilizing the performance standards to measure progress and evaluate performance. All evaluations are to be prepared within the prescribed time frames and are to effectively utilize the probationary period to accurately determine the ability and potential of each staff member.

4. Time Sheets

Supervisors will review employee time sheets for accuracy and completeness and submit them to the Probation Department Payroll Unit within the prescribed deadlines. When necessary, payroll adjustments need to be submitted for additions and deletions of time accumulated after payroll has been submitted.

5. Scheduling

Supervisors will assign work schedules and shifts based upon the needs of the unit and department. Approval of time off requests, shift trades, sick time and personal emergency time will be consistent with the MOU and the effective functioning of the unit.

C. 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 goals, deficiencies, policies and procedures and to enhance intra-staff communication.
3. Review all meeting notes and forward appropriate information to staff.
4. Consult regularly with immediate supervisor to resolve policy, procedure or priority conflicts in a timely manner.

5. Effectively represent the department in contacts with the public and other agencies as required. Present departmental policy professionally and accurately.

### III. ADDITIONAL REPSONSIBILITIES

A. The Business Office Supervisor is responsible for:

1. Maintaining control of the bus passes for ACP/JCWP.
2. Completing a monthly list of late monthly performance evaluations and PIP documents for Juvenile Hall Supervisors.
3. Liaison with Social Services Agency in making sure Orange County Probation Department/Juvenile Hall is in compliance with SB 1460.
4. Daily monitoring of GPS inventory.

B. The Reception/Booking Supervisor is responsible for:

1. Maintaining rosters and logs for **youth** and visitors that have entered Juvenile Hall.
2. Signing and verifying all parking validations.
3. Completing Board of Correction monthly statistics.
4. Verifying and processing clearances for visitors for special visits, tours and events.

### REFERENCES:

Policies:	A-1	Policy, Procedure, and the Law
	A-2	Upholding Departmental Philosophy and Principles
	A-5	Communications within the Probation Department
	C-4	Work Schedules, Overtime, Sick/Annual Leave and Compensatory Time
	C-5	Work Assignments
	C-12	Performance Evaluation
	C-16	Employee Conduct - On Duty

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**APPROVED BY:**