

YOUTH GUIDANCE CENTER SUPERVISING JUVENILE CORRECTIONAL OFFICER (SJCO) ROLE AND RESPONSIBILITIES

AUTHORITY: California Code of Regulations, Title 15, Section 1320 and 1324
Administrative Directive

RESCINDS: Procedure Manual Item 3-3-F, dated 02/25/16

FORMS:

Duty Officer Shift Summary	(F057-0031)
Report of Occupational Injury	(F057-8068)
Biweekly Time Sheet	(VTI)
Request for Time Off/Shift Trade Form	(F057-6219)
Special Incident Report	(F057-7018)
Restraint Report	(F057-6305)
Notice of Discipline Hearing	(F057-6053)
Discipline Hearing Officer Report	(F057-6055)

PURPOSE: To define the basic duties and responsibilities of the Supervising Juvenile Correctional Officer at the Youth Guidance Center.

I. GENERAL INFORMATION

- A. It is the responsibility of supervisors to enforce existing policies and procedures, supervise staff's performance, ensure that the rights of youth are protected, ensure there is appropriate supervision of youth by staff, monitor treatment program components, inspect the physical environment for safety and security, and train and develop staff skills.
- B. When assigned as a Duty Officer (DO), the Duty Officer directs the functions and makes primary decisions for the Department in the absence of Administration. Duty Officers make immediate operational decisions, provide subsequent follow-up surveillance, keep lines of communication open, resolve problems concerning medical and other emergencies, respond to inquires, coordinate population levels, resolve conflicting procedures, and confer with the Administrator in Charge (AIC).

II. RESPONSIBILITIES

A. Personnel

1. Monitor Staff Performance

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

- a. Meeting with all assigned staff on a regular basis to discuss goals and performance.

- b. Review all written work (logbook, behavior notices, SIRs, case planning, etc.) produced by assigned staff. Ensure that all **DJCOs** learn to effectively balance their authority and counseling roles.
- c. Observing staff's performance and monitoring staff attendance.

2. Consultation with the Professional Standards Division (PSD)

When the SJCO receives information that a staff member is failing to abide by set guidelines, the SJCO will apprise the Assistant Division Director/Division Director of the information and look further into the incident in an expeditious manner. If necessary, the SJCO/ADD/DD will consult with the Professional Standards Division for further direction.

3. Training

SJCOs work toward the continued development of professional skill of their staff through participation in relevant training. SJCOs will evaluate yearly training needs for further growth and development for all assigned subordinate staff.

SJCOs will monitor staff attendance at all assigned trainings in order to fulfill STC requirements.

SJCOs will ensure all trainees and newly promoted staff complete their assigned critiques after each shift.

4. Evaluations

SJCOs prepare personnel evaluations utilizing the performance standards to measure progress and evaluate performance. All evaluations are to be prepared in prescribed time frames and SJCOs are to effectively utilize the probationary period to accurately determine the ability and potential of each staff member. Once signed by all parties evaluations are returned to the Administrative Supervisor who forwards them to the Professional Standards Division.

5. Timesheets

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

6. Scheduling

The Scheduling Supervisor prepares bi-weekly schedules for all posted positions. SJCOs will approve time off requests, shift trades, sick time, and personal emergency time consistent with the MOU and the effective functioning of the facility.

B. 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 facilitate unit meetings to discuss program planning, goals, deficiencies, and to enhance intra-staff communication at least once a month
3. Attend management meetings (bi-weekly), and disseminate appropriate information to staff
4. Review meeting notes, DO notes, Field Operations Managers meeting minutes, Juvenile Intake & Detention meeting minutes, EM minutes, Gang Meeting minutes, E-mails, memos, etc., and forward appropriate information to staff
5. Consult regularly with appropriate administrator to resolve casework, policy, procedure, or priority conflicts in a timely manner
6. Effectively represent the Department in contacts with the public and other agencies as required; present departmental policy professionally and accurately
7. As per Policy A-8, respond promptly to telephone/e-mail inquiries; in general, voice mail and e-mail messages should be retrieved at least once each day, and messages should be returned within one working day
8. See that Quarterly Reports and Monitoring Checklists are submitted within 15 days after the end of the quarter and submitted through the Chain of Command

C. Casework Management

It is the responsibility of the facility supervisors in conjunction with staff to develop individualized and appropriate treatment plans of all youth under their care.

1. Casework Document

Supervisors must ensure that all youth detained/committed to Youth Guidance Center receive appropriate casework documentation, including weekly written observation/summaries (folder comments), and monthly behavior summaries/case reviews. Supervisors will ensure that all documents are completed according to prescribed time frames as set forth by the "Institutional Casework Log Sheet" tracking form. All forms will be signed off by a supervisor, verifying the process completion upon release of the youth.

2. Special Visits

Supervisors may authorize, in conjunction with PMI 3-3-021 (Visiting-Youth Guidance Center), any person whose visits may be considered beneficial to the youth. SJCOs must complete a "Special Visit Authorization" form prior to the visitation. Special visits conducted at Youth Guidance Center are placed on the Activities Calendar on a first come first served basis.

3. Intra-Institutional Transfers

Unit transfers, aside from routine intake unit transfers, must be approved by the appropriate SJCOs due to individual casework considerations.

4. Furloughs

SJCOs in conjunction with the appropriate administrator authorize furloughs based on casework needs.

5. Petitions

SJCOs are responsible for coordinating with assigned facility DPOs in preparing applications for petition for new law violations / probation violations. DPOs are responsible for preparing probation violations or change of circumstances occurring within the facility.

6. VIPs, VPOs and Student Interns

SJCOs are responsible for the quality control of all volunteers providing services within Youth Guidance Center. SJCOs must ensure that presentations and conduct conform to Probation standards. SJCOs must also ensure that VIPs/VPOs are appropriately attired, and they maintain strict confidentiality to protect the rights of the youth.

D. Youths' Rights and Responsibilities

SJCOs will require of all subordinate staff that no youth be deprived of his/her basic rights as a means of discipline. SJCOs will also ensure that all youth have access to the General and Confidential Grievance process, which provides an opportunity for review and resolution of complaints of his/her care while in custody.

1. It is the supervisor's responsibility to ensure that all youths' rights and grievance procedures are followed.

SJCOs must complete the unit monitoring checklist on a regular basis (quarterly) in order to ensure that all guidelines are followed.

2. SJCOs must ensure that due process guidelines are followed when administering any disciplinary action (i.e., Behavior Notices, SIRs, and DHs), per PMI 3-1-043.

SJCOs are responsible for:

- a. Acting as fact finder
- b. Conducting discipline hearings
- c. Disseminating the hearing results via e-mail to the appropriate recipients

E. Safety and Security Responsibilities

SJCOs supervise and maintain facility security, including the outside areas and inner fence perimeter. SJCOs ensure that the safety and security needs of youth, staff, and the facility are observed constantly.

1. Emergency Procedures

SJCOs ensure compliance of deployment of facility staff during an emergency drill or actual emergency. SJCOs also initiate monthly training exercises and ensure that all staff and youth are aware of proper emergency procedures (fire, cover, earthquake, etc.).

2. Restraints (Physical, Mechanical, and Chemical)

DJCO II staff may utilize nine different Department-approved empty hand control holds. Mechanical restraint refers to control by use of application of handcuffs, shackles, and transportation belt. Chemical restraint refers to control by use of Oleoresins Capsicum (often called "Pepper Spray"). SJCOs will:

- a. Determine, authorize, and monitor the level of control necessary
- b. Provide direction to staff
- c. Request involvement of available therapist/clinician
- d. Notify the appropriate administrator when restraint is used
- e. Review written reports for accuracy and completeness
- f. Ensure that all reports are properly completed prior to involved staff leaving the facilities
- g. Ensure medical attention is provided for all youth involved in any physical and mechanical restraint
- h. Forward all necessary documentation to the appropriate administrator in a timely manner

3. Facility Removals

All facility removals (ARs) (behavioral/discipline) require administrative approval preferably prior to the removal. The exception would be a

removal as a result of a discipline hearing in which the **sanction** is to be served at Juvenile Hall.

4. Maintenance Issues

SJCOs must effectively regulate usage of supplies and equipment, oversee maintenance of physical plant and grounds, and enforce compliance with safety standards.

F. Duty Officer Responsibilities:

1. Probation Department Representative

Youth Guidance Center Duty Officers are the designated representatives of the Probation Department.

2. Shift Transition

The off-going Duty Officer is responsible for sharing all pertinent information with the oncoming Duty Officer/Administrator in Charge. The oncoming Duty Officer is responsible for following up on all pending matters. Each Duty Officer is responsible for completing DO notes.

3. Administrative Notification

When the Administrator in Charge checks in on the weekends/holidays the Duty Officer should apprise him/her of any pertinent information regarding the status of the facility. In addition, the Duty Officer must obtain approval from the Administrator in Charge to remove any youth for discipline or behavior reasons.

4. Population Management

The Duty officer is responsible for monitoring the facility population and the housing assignments of youth throughout YGC.

5. DO Rounds

The Duty Officer is responsible for reporting to each work location at least once during the shift.

The Duty Officer is to sign in each unit logbook and confer with staff regarding activities/statuses.

6. Hostage (All Emergencies)

Duty Officers are responsible for notifying Probation management and responding to and coordinating any hostage or major disturbance incident.

7. Worker's Compensation/Medical Emergencies

- a. When staff are injured while on duty, Duty Officers are responsible for completing Worker's Compensation documentation and forwarding it to the facility Division Director. Forms are available on PROB-NET (See Worker's Compensation Checklist and PMI 3-1-206).
- b. For serious injury or illness of staff or youth, the Duty Officer will call 911, Youth Guidance Center and/or Juvenile Hall Medical Unit and facility Director or designee.
- c. Injuries resulting in extended hospitalization, disfigurement, or death require notification of the County Safety Officer within eight hours (see PMI 1-3-307).

8. Visiting

Duty Officers must be available to respond for any unusual situation, such as parents under the influence, finding of contraband, youth/parent complaints, etc.

9. ICMS Inquiry

The Duty Officer is responsible for understanding and being able to navigate the Integrated Case Management System by accepting transfers, removing and releasing youth. They also must be able to access the ICMS Visiting List to be able to determine who is on the current visiting list.

In addition, they are responsible for understanding and being able to navigate the Automated Logbook (ICMS).

10. Scheduling

SJCOs implement contingency plans needed to ensure all posts are covered. Duty Officers are responsible for reviewing and authorizing impromptu scheduling on a daily basis.

11. Alarms

Fire Alarm: The Duty Officer is responsible for responding to a sounding fire alarm by ensuring that each unit and building at YGC is evacuated and identifying the location and source of the triggered pull station and/or triggered smoke detector. If a fire is detected, the Duty Officer is to ensure that a YGC staff member is stationed at the facility's front gate to escort the responding fire department vehicles to the fire. If a false alarm is discovered, the Duty Officer is responsible for contacting the Santa Ana Fire Department directly to cancel their response. In addition, they must contact the alarm company who may also cancel the local fire station's response. The alarm company is to be contacted to reset and service the fire alarms as soon as possible after the alarm sounds.

12. Serious Incidents

Suicide attempts and threats against staff/youth must be immediately reported to the Youth Guidance Center Director or Assistant Director.

13. Escapes

The YGC DO or Supervisor will immediately contact all appropriate parties via telephone and follow up with an email including all relevant information (i.e., DR#, circumstance of escape, etc), per PMI 3-1-102.

The YGC DO or Supervisor will submit the warrant request packet to the warrant clerk within 24 hours of the escape, or the following business day (see PMI 2-1-205).

14. Special Projects

Supervisors will be involved in special projects such as committees, investigations, program development, etc. as delegated or assigned by YGC administration.

15. In Service Training (I. S. T.)

Supervisors are to be available to participate and lead in-service training (IST) sessions for Youth Guidance Center staff members.

REFERENCES:

Procedures:	1-3-304	Workers' Compensation (Employee Injuries, Accidents, Blood/Body Fluids Exposure)
	1-3-307	Notification of Death or Serious Injury of an Employee
	2-1-205	Warrants of Arrest for Juveniles
	3-1-F	Professional Standards-Institutions
	3-1-012	Residents' Grievance Procedure
	3-1-013	Facility Searches
	3-1-015	Use of Force-Physical, Mechanical and Chemical
	3-1-024	Youth's Mail
	3-1-027	Room Confinement
	3-1-043	Behavior Management and Disciplinary Due Process
	3-1-102	Reporting Juvenile Facility Escapes
	3-1-211	Requests for Time Off/Shift Trade
	3-1-303	Special Incident Reports
	3-1-306	Institutional Case Planning and Case Reviews
Policies:	A-1	Policy, Procedure, and the Law
	A-2	Upholding Departmental Philosophy and Principles
	C-1	Maintaining Employment Status
	C-12	Performance Evaluation
	C-16	Employee Conduct-On Duty
	C-17	Employee Conduct-Off Duty-Law Violations

B. Lee

APPROVED BY: