

SUPERVISING JUVENILE CORRECTIONAL OFFICER (SJCO) DUTIES

- AUTHORITY:** Administrative Directive
California Code of Regulations, Title 15 – Minimum Standards for Juvenile Facilities, Sections 1321 and 1324
- RESCINDS:** Procedure Manual Item 3-1-207, dated 08/27/17
(MAJOR REVISION/RENUMBERED)
- FORMS:**
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|---|------------------|
| 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 | (Automated ICMS) |
| Restraint Report | (F057-6305) |
| Notice of Discipline Hearing | (F057-6053) |
| Discipline Hearing Officer Report | (F057-6055) |
| <u>Supervising Juvenile Correctional Officer Assignment Preference Form</u> | |
| <u>Supervising Juvenile Correctional Officer Assignments</u> | |
- PURPOSE:** To define the essential duties and responsibilities of the Supervising Juvenile Correctional Officer at Juvenile Hall, Youth Guidance Center, and Youth Leadership Academy.

I. GENERAL INFORMATION

- A. Supervisors are responsible for enforcing existing policies and procedures, supervising staff's performance, ensuring that the rights of youth are protected, monitoring the appropriate supervision of the youth by staff, inspecting the physical environment for safety and security, and training and developing staff skills.
- B. When assigned as a Duty Officer (DO), the Duty Officer directs the functions and makes the immediate decision for the Department in the absence of Administration. Duty Officers make quick operational decisions, provide subsequent follow-up information, keep lines of communication open, resolve problems concerning medical and other emergencies, respond to inquiries, coordinate population levels and resolve conflicting procedures, and confer with the Administrator in Charge (AIC).
- C. Have an adequate number of personnel sufficient to carry out the overall facility operation and its programming, to provide for the safety and security of youth and staff, and meet established standards and regulations.
- D. Ensure that no required services shall be denied because of insufficient numbers of staff on duty absent exigent circumstances.
- E. The Supervising Juvenile Correctional Officer (SJCO) or designee will be responsible for the assignment of staff to shifts in such a manner as to meet the required staffing ratios.

- F. The SJCO or designee will be responsible for arranging coverage for the absences of staff and for assigning additional staff as needed for the most efficient and secure operation of the facility. Staff adjustments may be made by adjusting schedules or authorizing overtime (Voluntary or Mandatory) if necessary to meet the required staffing ratios. All overtime and variations in staffing shall be authorized by the SJCO and logged on the daily schedule.

II. RESPONSIBILITIES

A. Personnel

1. Monitor Staff Performance

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

- a. Meeting with all assigned staff regularly to discuss goals and performance.
- b. Review all written work (logbook, behavior notices, SIRs, case planning, etc.) produced by assigned staff and ensure that all DJCOs learn to balance their authority and counseling roles effectively.
- c. Monitoring staff attendance.

2. Consultation with Professional Standards Division

- a. When the SJCO has information that a staff member needs to abide by set guidelines, the SJCO will immediately gather information about the matter and seek guidance from the chain of command. The SJCOs will consult with the Professional Standards Division for technical assistance on staff misconduct issues as directed by the chain of command.

3. Training

- a. SJCOs work toward the continued development of professional skills of their staff through participation in relevant training. SJCOs will evaluate yearly training needs for further growth and development for all assigned subordinate staff.
- b. SJCOs will monitor staff attendance at all assigned training to fulfill STC requirements.
- c. SJCOs will ensure all trainees and newly promoted staff complete their critiques after each shift.
- d. SJCOs are to be available to participate and facilitate "In-Service Training" sessions for staff members.

4. Evaluations

- a. 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 determine each staff member's ability and potential accurately.
- b. After the SJCO and Assistant Division Director or Division Director have signed the evaluation, the evaluation is reviewed with the employee. Once signed by all parties, three copies are made of the evaluation. The original is given to the employee, one copy is placed in the employee's drop file, and the other copy is forwarded to the Professional Standards Division.

5. Timesheets

- a. Supervisors will review employee time sheets for accuracy and completeness and submit them to the Probation Department Payroll Unit within the prescribed timeframe. All discrepancies need to be verified using the scheduling system and the ICMS Shift Info log to verify start and end times. 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

- a. The Scheduling Supervisor, or Scheduling Coordinator prepares weekly schedules for all post positions. SJCOs will approve sick time, and personal emergency time consistent with the MOU and the safe and effective functioning of the facility. All time off requests and shift trades shall be reviewed by the SJCO prior to submitting to the scheduler for approval.

7. Special Projects

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

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 directly monitor unit meetings to discuss program planning, goals, and deficiencies, and to enhance intra-staff communication at least once a quarter.

3. Attend Supervisory Operations meetings (monthly) and Management Meetings (monthly) and disseminate appropriate information to staff.
4. Review meeting notes, DO notes, Field Operations meeting minutes, Juvenile Operations meeting minutes, gang meetings, memos, etc., and forward appropriate information to staff.
5. Consult regularly with appropriate administrators to promptly resolve casework, policy, procedure, or priority conflicts.
6. Effectively represent the Department in contact 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 twice daily, and messages should be returned within one working day.
8. See that quarterly reports are submitted within 15 days after the end of the quarter through the chain of command. In addition, any other required or requested monthly reports will be forwarded within the timeframe provided by the chain of command.

C. Casework Management

In conjunction with staff, the facility supervisors are responsible for developing individualized and appropriate treatment plans for all youth under their care.

1. Casework Documents
 - a. Supervisors must ensure that all youth detained/committed to Juvenile Hall, Youth Guidance Center, or Youth Leadership Academy 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
 - a. Supervisors may authorize visitation to any person whose visits may benefit the youth. SJCOs must complete a "Special Visit Authorization" form before the visitation, and the visitor must be cleared through all internal Probation Department systems and any appropriate external databases.
3. Intra-Institutional Transfers
 - a. Unit transfers, aside from routine intake unit transfers, must be approved by the appropriate SJCOs due to individual casework considerations.

4. Temporary Releases (TRs)
 - a. SJCOs, in conjunction with the appropriate administrator, authorize TRs based on casework needs.
5. Petitions
 - a. SJCOs are responsible for coordinating with assigned DPOs in preparing applications for petitions for new law violations, probation violations, or changes of circumstances occurring within the facility.
6. VIP, VPOs, and Student Interns
 - a. SJCOs are responsible for the quality control of all volunteers providing services within the facility. SJCOs must ensure that presentations provided by VIPs/VPOs/Interns and their conduct conform to Probation Standards. SJCOs must also ensure that VIPs/VPOs/Interns are appropriately attired and maintain strict confidentiality to protect youth's rights.

D. Youth's Rights and Responsibilities

SJCOs will require that no youth be deprived of their basic rights as a means of discipline. SJCOs will also ensure that all youth have access to a process that provides an opportunity for review and resolution of complaints of their care while in custody.

1. The supervisor is responsible for ensuring that all youths' rights and grievance procedures are followed.
 - a. SJCOs must complete the monitoring checklist every month to ensure 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 DHO), per PMI 3-1-043. SJCOs are responsible for the following:
 - a. Acting as fact finder.
 - b. Conducting discipline hearings, and
 - c. Disseminating the hearing results 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

- a. SJCOs ensure proper deployment of facility staff during an emergency drill or actual emergency. SJCOs also initiate monthly training exercises and ensure that all staff and youth know proper emergency procedures (fire, cover, earthquake, etc.).
2. Juvenile Hall – Code Red/Yellow
 - a. SJCOs and Administrators will determine the need for a Code Red/Yellow and notify Control. If initiated by an SJCO, Administration will be immediately notified, as well as all affected outer facilities.
 - b. The Administrator, SJCO or designee that initiated the Code Red/Yellow will assume primary responsibility for gathering information about the Code Red/Yellow, using a checklist at Control to ensure all procedures are followed.
 - c. On-duty SJCO's are to report to Control for a briefing by the "primary" SJCO or Administration and then return to the assigned unit to coordinate unit activities.
 - d. The "primary" SJCO or Administrator must determine when the facility may return to regular status.
 3. Restraints (Physical, Mechanical, and Chemical)
 - a. DJCO staff may utilize eight different Department-approved empty hand control holds. Mechanical restraint refers to control by applying handcuffs, shackles, transportation belts, institutional shields, and safety tubes. The use of chemical agents refers to Oleoresin Capsicum, the approved chemical agent for use in Juvenile Hall. SJCOs will:
 - (1) Review applicable PMIs to ensure that all procedures are followed.
 - (2) Determine and monitor the level of control necessary.
 - (3) Provide direction to staff.
 - (4) Request involvement of the Clinical Evaluation and Guidance Unit (CEGU) when possible.
 - (5) Notify the appropriate administrator when The Tubes are used.
 - (6) Review written reports for accuracy and completeness.
 - (7) Ensure all reports are correctly completed before the staff leaves the facility.
 - (8) Ensure medical attention is provided for all youth involved in any physical, mechanical, and chemical restraint. Those

youth involved in chemical restraints must be decontaminated.

- (9) Forward all necessary documentation to an appropriate administrator promptly.
- (10) If possible, refrain from becoming physically involved in the restraint/ incident.

4. Removals

- a. All facility removals (Administrative Removals, or ARs, for behavioral or disciplinary reasons) require administrative approval, preferably before the removal. The exception would be removed as a result of a Discipline Hearing in which the sanction is to be served at Juvenile Hall.

5. Unit Equipment Inventory

- a. SJCOs complete the monthly unit equipment inventory to ensure all county equipment is accounted for and in good repair.

6. Maintenance Issues

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

F. Duty Officer Responsibilities:

1. Probation Department Representative

- a. SJCOs serving as Duty Officers are the designated representatives of the Probation Department during non-business hours.

2. Juvenile Hall – Intake/Detention Criteria (Police Contacts)

- a. Custody Intake is responsible for screening all bookings at Juvenile Hall. The Administrator in charge should be contacted when the Duty Officer/Custody Intake Officer has questions about suitability for intake. Intakes 12 years or younger need to have Director approval before accepting the intake.

3. Shift Transition

- a. 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 a shift summary.

4. Administrative Notification

- a. The Duty Officer should apprise the Administrator in Charge (AIC) of any pertinent information regarding the facility's status. In addition, the Duty Officer should consult the appropriate administrator(s) for guidance and review (i.e., ARCs, critical incidents, removals, etc.).

5. Population Management

- a. The Duty Officer is responsible for monitoring the facility population and the housing assignments of youth throughout the facility. When necessary, Duty Officer may authorize the increase/decrease of unit populations to accommodate population needs.

6. DO Rounds

- a. The Duty Officer is responsible for reporting to each work location at least once during the shift.
- b. The Duty Officer is to sign in each unit logbook and confer with staff regarding activities/statuses.

7. Hostage (All Emergencies)

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

8. Worker's Compensation/Medical Emergencies

- a. When staff is injured while on duty, Duty Officers or any unit SJCO are responsible for completing Worker's Compensation documentation and forwarding it to the designated chain of command.
- b. For serious injury or illness regarding staff or youth, the Duty Officer will instruct Control to call 911 and the Juvenile Hall Medical Unit.
- c. Injuries resulting in extended hospitalization, disfigurement, or death require notification of the County Safety Officer and EM within eight hours.

9. Visiting

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

10. ICMS Inquiry

- a. The Duty Officer is responsible for understanding and being able to navigate the Integrated Case Management System by accepting transfers and removing and releasing youth. They also must be able

to access the ICMS Visiting List to determine who is on the current visiting list.

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

11. Scheduling

- a. SJCO's implement contingency plans needed to ensure all posts are covered. Duty Officers are responsible for reviewing and authorizing impromptu scheduling daily and being up to date on all scheduling policies and procedures.

12. Alarms

- a. Fire Alarm: ISU is responsible for responding to a sounding fire alarm and identifying the location and source of the triggered pull station and/or triggered smoke detector. If a fire is detected, the SJCO will ensure that each unit and building is evacuated. The SJCO must ensure staff members are stationed at the gate to escort the responding Fire Department vehicles to the fire.
- b. Outlying field office security alarms.
 - (1) SJCOs are responsible for receiving notification from the alarm companies and notifying the appropriate contact person for each area office.

13. Serious Incidents

- a. Suicide attempts and threats against staff/youth must be immediately reported to the facility administration team.
- b. All serious incidents and room extractions shall be recorded and completed by PMI 3-10-3 Deterrence of unacceptable behavior.

14. Escapes

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

15. Youth with Warrants

- a. Youth reporting to Juvenile Hall with outstanding warrants/stayed commitments will be admitted for booking upon verification.

- b. The Duty Officer will request the assistance of ISU/IRC staff to take the youth into custody and escort them to the IRC for the booking process.

16. Keys

- a. When facility keys are reported missing, the Duty Officer will contact the responsible individual by phone and have them return the keys immediately.

III. REASSIGNMENT OF SUPERVISING JUVENILE CORRECTIONAL OFFICERS

A. Criteria for SJCO Reassignment

1. SJCOs' work assignments are made to meet the Department's operational needs. The Department will make every effort to honor assignment preference requests when filling vacant assignments.
2. County service hours and assignment preference will be the primary consideration when reassigning SJCOs requesting a transfer. Other considerations may include one or more of the following:
 - a. Mandated workload coverage
 - b. Special skills or the ability of the employee
 - c. Safety, health, and physical ability limitation
 - d. Stability of service delivery
 - e. Availability of staff
3. SJCOs who have requested reassignment to a position subsequently filled with another person or staff who have yet to request reassignment and are reassigned may request and will receive feedback from their supervisor regarding that selection process. SJCOs may seek and will receive additional feedback from their Division Director.
4. Probationary employees benefit from consistent training and will generally only be reassigned with Chief Deputy Probation Officer (CDPO) approval.
5. When anticipated assignment vacancies are known, a rotational opportunity e-mail will be sent to all SJCOs to inform them of anticipated vacant assignments at least seven calendar days before filling the vacancy.
6. After posted anticipated vacant assignments are filled, any subsequent vacancies that are created will be filled by using assignment Preference forms on file.

B. Reassignment Requests/Statements of Preference

1. Each SJCO is expected to update their Assignment Preference (F0502-6350AF) at least annually and immediately following any change in

assignment, promotion, position reclassification, return from Leave of Absence or change in position status.

2. Each SJCO may update their Assignment Preference Form at any time.
3. The CDPO, Juvenile Operations Bureau, maintains copies of all Assignment Preference Forms.
4. Requests for reassignment will be forwarded to the secretary for the CDPO of the Juvenile Operations Bureau within seven days of submission by the SJCO or before the deadline date outlined in the rotational opportunity email.

IV. ASSIGNMENT PROCEDURE

A. CDPO

1. Review Assignment Preference forms to identify which staff are interested in filling existing or planned vacancies, as outlined in Section A.1. and A.2.
2. Coordinates planned reassignment with each Division Director involved.

B. Notification of Reassignment to Employee

1. Every effort will be made to notify the SJCO being reassigned via supervisor before the information is shared with other staff.
2. "Sending" Director
 - a. Advises SJCO's supervisor when the reassignment will be effective.
 - b. Indicates when the SJCO is expected to assume a new assignment.
 - c. Informs the supervisor of the reasons for the change of assignment (to be shared with SJCO).
 - d. Instructs the supervisor when the SJCO is to be notified of the reassignment.
3. "Receiving" Director
 - a. Confirms that the SJCO assigned to the Division has been notified of the reassignment.
 - b. Notifies the receiving supervisor of the SJCO's reassignment and date of anticipated arrival.

C. Notification of Reassignment

1. The "receiving" division designee submits a change request in the Employee Management System (EMS) at least two weeks before the effective date.

2. To the extent possible, the reassignment date should correspond with the commencement of a pay period.
3. The “receiving” division designee updates the staff directory (rDirectory) after the EMS request has been approved by budget staff.

REFERENCES:

Procedures:	1-3-205	Separation Through Termination, Resignation, Retirement or Transfer
	1-3-206	Reporting Personnel Changes
	3-1-012	Facility Scheduling
	3-4-002	Professional Standards – Facilities
	3-6-001	Use of Force – Facilities
	3-6-005	Tubes and Martin Chains – Juvenile Hall
	3-9-001	Youth’s Mail
	3-10-001	Disciplinary Due Process
	3-5-014	Room Confinement
	3-5-015	Resident’s Grievance Procedure
	3-15-001	Special Incident Reports/Routing SIR and DHO Paperwork
	3-15-002	Institutional Case Planning and Case Reviews
	Policies:	A-1
C-1		Maintaining Employment Status
C-5		Work Assignments
C-12		Performance Evaluation
C-16		Employee Conduct – On Duty
C-17		Employee Conduct – Off Duty – Law Violations

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APPROVED BY: