



DETENTION SHIFT SUPERVISOR

General Statement of Duties

Performs difficult protective service work overseeing and participating in the receipt and processing of inmates, maintaining Detention Center security, preparing inmates for transportation to court, medical and related facilities.

Distinguishing Features of the Class

An employee in this class supervises and participates in inmate detention, care, security, and release work on an assigned shift in accordance with established policies and procedures. Work involves training and supervising staff; investigating and recommending actions relating to employee and inmate requests and complaints; inspecting facilities for cleanliness and adherence to regulations and policies; making daily assignments and coordinating the transportation of inmates. The employee must exercise independent initiative and judgment in making decision regarding inmates in their custody, with suicidal, violent, or mentally unstable tendencies, and in dealing with attorneys, families and others. Work involves exercising tact, firmness, and decisiveness in handling routine and emergency situations. Work is performed under the general supervision of a Lieutenant and evaluated through observation, review of reports, periodic discussions concerning how particular incidents were handled, adherence to Detention Center policies and procedures and decision-making in dealing with inmates and staff.

Duties and Responsibilities

Essential Duties and Tasks

- Coordinates work and supervises staff; assigns, directs, trains and inspects the work of assigned personnel; disciplines, coaches and counsels staff.
- Ensures the safety and security of inmates within the Detention Center; patrols Detention Center areas periodically to ensure security and maintains order; conducts head counts, resolves conflicts, performs cell searches and removes dangerous and unruly inmates as necessary.
- Receives and processes inmates into custody of the Detention Center; searches inmates; takes charge of personal property; provides opportunities for inmates to call attorney or relatives; advises inmates on Detention Center rules and regulations.
- Operates electronic door system and control panel; maintains key and radio control.
- Supervises all inmate activities during meals, personal hygiene and related activities for conformance to Detention Center rules, regulations and procedures.
- Escorts and transports inmates to court and other required appointments.

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- Delivers food to inmates, removes trays and food carts.
- Distributes medication to inmates as prescribed or directed; contacts nurse in medical emergencies.
- Records visits; ensures the safety and security of visitors; inspects items brought into the Detention Center; checks incoming and outgoing mail.
- Receives, receipts and accounts for funds deposited into inmate accounts.
- Prepares and maintains logs, reports and records; organizes files; answers telephone; contacts other agencies; responds to inquiries.
- Reports maintenance issues.

Additional Job Duties

- Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Thorough knowledge of the security, rules, regulations and procedures of the Detention Center.
- Ability to make arithmetic computations using whole numbers, fractions and decimals.
- Ability to enforce Detention Center rules firmly and fairly.
- Ability to detect potential behavior problems of inmates.
- Ability to detect the early symptoms of common health problems.
- Ability to carry out oral and written directions accurately.
- Ability to solve problems within scope of responsibility.
- Ability to supervise the activities of large groups of inmates.
- Ability to plan and supervise the work of subordinates.
- Ability to maintain records and prepare reports.
- Ability to operate personal computer and appropriate software packages.
- Ability to establish and maintain effective working relationships with associates, inmates and the general public.

Physical Requirements

- Work requires the regular exertion of up to 10 pounds of force, frequent exertion of up to 25 pounds of force and occasional exertion in excess of 100 pounds of force.
- Work regularly requires speaking or hearing, using hands to finger, handle or feel and reaching with hands and arms, frequently requires standing, walking, sitting, stooping, kneeling, crouching or crawling, pushing or pulling, lifting and repetitive motions and occasionally requires climbing or balancing and tasting or smelling.
- Work requires close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision.

- Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly.
- Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating machines, and observing general surroundings and activities.
- Work requires, exposure to fumes or airborne particles and exposure to blood-borne pathogens and may be required to wear specialized personal protective equipment.
- Work is generally in a moderate noise location (e.g. business office with typewriters and/or computer printers, light traffic).

Desirable Education and Experience

Graduation from high school and considerable experience in a correctional or detention position and some supervisory experience; or an equivalent combination of education and experience.

Special Requirements

- Possession of a valid North Carolina driver's license upon hire.
- Obtain N.C. Detention Officer Certification within one year of employment.
- Obtain N.C. Correction Officer Certification within one year of employment.
- Obtain OC Spray Certification within one year of employment.
- Obtain Taser Certification within one year of employment.

Carteret County
2014

Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job questionnaire with a physical abilities checklist which can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.