



Date Revised: June 2016

Regraded: July 2023

JUVENILE DETENTION OFFICER

Job Grade:	9
Exempt:	No
Safety Classification:	Safety Sensitive
Department:	Juvenile Detention Center - 444
Reports To:	Juvenile Detention Corporal
Location:	Juvenile Detention Center

SUMMARY:

The Juvenile Detention Officer is responsible for the daily operation of the detention center. Juvenile Detention Officers provide a safe, secure, and caring environment for up to 36 juveniles ages 10-18. They will work a scheduled shift and be on-call as needed to accommodate officer(s) sick calls and facility emergencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Intake- Obtain paperwork, from the arresting agency or detaining court, to document the legality of the detention. Collect and inventory all personal property, log the inventory into the computer, and place personal property in property room. Complete a thorough search of the resident and have him/her complete a shower. Dress out the resident in detention clothing. Issue the resident personal hygiene supplies and linens. Explain the rules of the center and have the resident sign the rule sheet indicating that they understand the rules. Explain the various procedures of the center such as special requests, grievances, visitation, telephone calls, school, and the daily schedule. Explain the rights of the detainees.
- Booking- Enter data into the computer using the detention center's intake program. This information includes the detainees' personal information and the names, addresses, and telephone numbers of the juveniles' parents. It also contains information on charges, court dates, name of juvenile's attorney, and name of juvenile's DHS caseworker, bond, special conditions for release, and the names of court officer(s) involved with the juvenile. Notify the juvenile's parents of detention and make arrangements for them to visit the juvenile. Make arrangements for parents to sign consent for medical care form and the consent to counseling form. Complete an intake medical questionnaire. Notify the nurse of any medical issues or medications.
- Officer(s) Station and Security Control Panel- All officer(s) must be able to use the equipment in the Officer(s) Station. This equipment includes the following: A computer for writing reports and documenting information about the residents; the watch tour system for documenting room checks; handheld two-way radios; the officer(s) log book



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(notebook with information about releases, restriction, officer(s) schedule, changes, officer(s) arriving and departing, transports, equipment that needs repair or has been repaired, visitation, and resident privileges); resident files; multi-line telephone; voicemail system; inmate telephone and smoke/fire detection control panel. All officer(s) must be able to use the Security Control Software that controls video cameras, two-way audio devices, intercoms, and security doors.

- Supervision of Residents- Officer(s) use a combination of video surveillance and direct supervision to constantly monitor every juvenile. Direct supervision means that the officer(s) is in the classroom, residential and activity areas with the juveniles. This type of interaction allows officer(s) to build relationships, assess behavior, set limits, provide consequences, and assist residents who have special needs. The only time when officer(s) does not visually monitor residents is when they are in their sleeping rooms, in the shower, or using their toilets. Officer(s) is required by Arkansas' Juvenile Detention Standards, to physically observe residents who are in their sleeping rooms at least once every fifteen minutes. If a resident is suicidal or agitated then they are required to observe that juvenile every five minutes. Residents in the segregation area are continuously observed via camera and intercom systems in addition to the 15 and/or 5 minute checks. Officer(s) makes sure residents are following the daily schedule. Officer(s) supervise sick call, religious activities, school activities, visitation (both contact and non-contact visits), meetings between resident's caseworkers, court officer(s), and attorneys, free time, outdoor recreation, volunteer activities and facility clean-up. Officer(s) answers the telephone and provide information to court officer(s), caseworkers, attorneys, and parents. Officer(s) completes various logs and resident observations. Officer(s) provides oncoming officer(s) with a complete pass down of any incidents that occurred on their shift, restrictions or consequences imposed on residents, tasks that require completion, appointments that need to be met, resident separations that need to be continued and any unusual or unexpected issues that may occur. Officer(s) makes referrals to the center's mental health officer(s) if they feel that a resident is in danger of harming themselves or others, is overly aggressive, or appears withdrawn from peers or officer(s). Officer(s) makes referrals to the center's nurse if they believe the resident is ill or injured. Officer(s) will physically restrain residents (using methods learned in training) who are out of control, trying to hurt others, trying to hurt themselves, damaging property, or trying to escape.
- Documentation- Officer(s) are responsible for completing daily reports such as the following: daily observation sheets, resident restriction form, residents training log. Officer(s) are also responsible for maintaining appropriate documentation pertaining to food service (Point of Service-received/refused service, cleaned dining areas) and temperature of cooler and freezer. Other documentation that officer(s) must complete when necessary are incident reports. These reports include reports of violence, behavior issues, injuries, medical and mental health appointments, use of force or restraints, violent offenses against other people, statements of acuity.
- Court appearances- Officer(s) are responsible for escorting residents to and from their court appearances. Officer(s) must maintain alertness while in the courtroom. At any given moment during a resident's hearing, officer(s) may be called up by the presiding Judge, Prosecuting Attorney, or Defense Attorney to testify/make a statement regarding



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the Resident's behavior while he/she has been detained in the facility. Due to the sensitive nature of some content mentioned in court, officer(s) must closely monitor all residents' behaviors, demeanors, body languages, facial expressions, etc. Officer(s) must stay focused and pay close attention to what is being said on each resident's case to ensure that he/she is recording all accurate information regarding each resident's case. It is the escorting officer(s)'s responsibility, upon the conclusion of court, to record all court results in the facility log, update the room list, and make sure that any court orders are properly placed in the resident's file.

- Transportation of residents- Officer(s) are responsible for transporting and supervising residents when a resident is outside the secure area of the center. Hard restraints (handcuffs, wrist chains, belly chains, and leg irons) are used during transports. Residents are transported for medical, dental, counseling appointments, and to attend funerals. Officer(s) pick-up or deliver juveniles to both treatment and placement facilities. Officer(s) makes frequent telephone calls to arrange and confirm appointments. Officer(s) ensures proper shift coverage when transports are scheduled.
- Maintenance of Residents and Facility- Officer(s) collect and exchange linens and uniforms on scheduled days. Officer(s) wash, dry, fold, and store laundry. They prepare and deliver three meals and one snack each day. They are responsible for cleaning control, the pods and dead spaces, hallways, the kitchen area, laundry room, visitation, intake area, officer(s) toilets, resident shower areas, and all other areas of the facility. Officer(s) remove all trash from the facility, clean, organize, separate and set out all recyclables. Officer(s) will notify the Executive and/or Administrative Assistant of items that need to be replenished. They accept deliveries of food and supplies, reconcile the deliveries against invoices, and rotate food into the appropriate locations. They report damaged equipment or property to administration. They escort and assist technicians and maintenance personnel when they are in the facility. Officer(s) search all areas of the residential, recreational, and program areas of the facility for contraband and damaged equipment or property during each shift.
- Drug screening- The officer(s) collecting the urine sample is responsible for ensuring the source of the sample is reliable by maintaining a constant visual of the resident while he/she is providing a urine sample. Officer(s) is responsible for making sure the sample itself is valid by making sure it is body temperature. Officer(s) must make sure the sample is not cross-contaminated with any other sample(s) or foreign materials.
- Perform any other related duties as required or assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE:

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 2 years related experience and/or training, and 1 to 6 months related management experience, or equivalent combination of



education and experience.

COMMUNICATION SKILLS:

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS:

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

SOFTWARE SKILLS REQUIRED:

Basic: Alphanumeric Data Entry, Contact Management, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY:

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND:

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING:

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.



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RESPONSIBILITY FOR WORK OF OTHERS:

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT:

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY:

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY:

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower. None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT:

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.



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EMPLOYEE CONTACT:

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS:

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS:

Disagreeable working conditions. Exposed to several of the elements in degree 2, which are present continuously enough to make the conditions disagreeable. May involve heavy travel and/or work is in the evening during the night hours.

ENVIRONMENTAL CONDITIONS:

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES:

The following physical activities 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 and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to use hands to finger, handle, or feel, talk or hear; occasionally required to stand, walk, sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; and ability to adjust focus.

ADDITIONAL INFORMATION:

Qualifications/Requirements

Applicants must be at a minimum 21 years of age (proof must be provided). To perform the job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Must have a current and valid driver's license. Must have and provide proof of current automobile insurance.



Background, Skills, and Abilities

Applicants selected for hire will have to successfully complete a drug screen, a physical exam, criminal background check, Child Abuse Registry check, and a psychological evaluation. They should have good assessment and decision making skills, as well as, strong communication skills. They should have knowledge of modern office practices, procedures, and equipment. They must possess the ability to establish good rapport with individuals often under difficult circumstances. They must be able to analyze problems and determine the best method of resolution. They should be self-confident and have the ability to work in a very stressful environment. They should possess some skills in Microsoft Word and Excel. They must be a team player.

EDUCATION AND/OR EXPERIENCE:

The minimum acceptable level of education is a high school diploma or GED (proof must be provided). Two or more years of college education are desirable. Additionally, one or more years working with adolescents in shelter care, at a teen center, residential facility as a volunteer or employee is desirable.

Training

Before a new officer(s) is allowed to function as a juvenile detention officer they must complete six weeks of orientation about the operation of the center. The orientation includes but not limited to: A review of policy and procedure; work expectations with regard to the various shifts; the intake release process; report writing; transport of residents; use of soft and hard restraints; food service; emergency procedures; facility maintenance; equipment operation in addition to:

- Discussion of the purpose, goals, policies and procedures of the institution and parent agency.
- Working conditions and regulations.
- Responsibilities and rights of employees.
- An overview of the juvenile justice and correctional field.

The following additional areas are specific requirements for staff who supervise juveniles:

- Security procedures.
- Supervision of juveniles.
- Use of force regulation.
- Report writing.
- Juvenile rules and regulations.
- Rights and responsibilities of juveniles.
- Fire and emergency procedures.
- Key control.
- Interpersonal relations.
- Social/cultural lifestyles of the juvenile population.
- Child growth and development.
- Communication skills.
- First aid/CPR
- Crisis Resolution
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- Mandated Child Abuse Reporting Procedures
- Suicide Prevention
- Defensive Tactics and De-Escalation Training
- ADD/ADHD Training

Within six months of hire, new employees will have completed 120 hours of training. They will complete an additional 40 hours of training each year thereafter.

PHYSICAL DEMANDS:

While performing the physical duties of this job the employee is regularly required to talk or hear, handle or feel objects. The employee must occasionally lift (50-100 pounds) walk, stand, sit, climb, stoop, kneel, crouch, or crawl with hands or knees. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust or focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

While performing the duties of the job, the employee will occasionally encounter violent residents that must be physically restrained. The employee will have to defend themselves from attack on occasion. The employee will occasionally be in contact with persons who may have communicable diseases such as HIV, TB, Hepatitis c and B, as well as others. The employee may be subjected to verbal abuse, threats, or harassment from residents.

The noise level will range from moderate to high.

SIGNATURE SECTION:

This job description has been approved by all levels of management:

HR Director: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____