JUVENILE SERVICES DETENTION MANAGER

DEFINITION

Under general direction, is responsible for oversight of the 24/7 secure Juvenile Detention Facility including the overall care and custody of detained juveniles; and performs other related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in one of the behavioral sciences, criminal justice, human services, social work or in a closely related field AND four years of full-time experience working with at-risk youth in a probation, case management, detention or community services capacity which included two years of supervision.

LICENSE OR CERTIFICATE

This position may require a current and valid Nevada Commission of Peace Officer’s Standard and Training (P.O.S.T) Basic Category I or II Certificate at time of appointment or provide verification of current enrollment in a Nevada P.O.S.T. Basic Category I Academy at time of application.

A valid driver's license is required at the time of appointment.

CPR/First Aid certification, TB test and Blood Borne Pathogens Certification required at the time of appointment.

SUPERVISION EXERCISED

Exercises direct supervision over civilian supervisors and staff including on-call intermittent employees.

EXAMPLES OF DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

Supervise assigned staff, which includes staff selection, assigning, scheduling and reviewing work, providing training in proper work methods and procedures, performance evaluation, and implementing discipline and conflict resolution procedures when necessary.

Develop and implement goals, policies and procedures, and programs to maintain statutory requirements and ensure department policies and procedures are followed to provide a safe and secure detention facility and to assure the basic needs and programming such as education are offered to youth while they are detained.

Review and evaluate work methods and procedures and recommend/implement changes in work processes and workflow to ensure efficient operations and compliance with policies and standards.

Work closely with the Division Director to meet department goals and budget needs to ensure the department goals and funding are being met and are fiscally responsible.

Serve as primary resource for information and interpretation of policies, procedures and functions of the Detention Facility.
Prepare reports and statistical data on topics such as overtime analysis, authorized staffing, incidents and disciplinary actions.

Ensure that assigned personnel follow proper emergency procedures and perform their duties and responsibilities in a safe and prudent manner to prevent them or others from being exposed to unnecessary harm or risk of on-the-job injury.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

**Knowledge of:**
- Washoe County and department policies and procedures.
- Laws, rules, statutes and regulations governing detained juveniles.
- Computer software specific to the operation.
- Budget development methods and techniques.

**Ability to:**
- Operate the electronic surveillance/security system utilized by the detention facility.
- Prepare budget recommendations based on the needs of detention facility operations.
- Perform crisis intervention with families and handle difficult situations and clients.
- Maintain accurate records.

**Entry Level:** *(Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.)*

**Knowledge of:**
- Supervisory principles and practices.
- Budget preparation and administration.
- Principles and practices of program management.
- Principles and practices of developing teams, motivating employees and managing in a team environment.
- Basic principles of group dynamics and individual behavior in juveniles.
- Basic safety and security practices.
- Principles and techniques of interviewing and recording casework data.
- Techniques needed for dealing with a variety of persons from various socio-economic, ethnic and cultural backgrounds.

**Ability to:**
- Plan, organize and direct the operations of the Detention Facility.
- Effectively supervise personnel while promoting a team environment.
Read, interpret and apply pertinent laws, statutes, codes and regulations including administrative and departmental policies and procedures.

Evaluate work priorities, procedures and processes to determine their effectiveness and efficiency and implement changes as necessary to improve operations.

Analyze and evaluate a wide range of information, project consequences of proposed actions, formulate alternative solutions, and make appropriate responses or recommendations.

Communicate in a clear, concise manner, both orally and in writing.

Resolve personnel conflicts and issues.

Operate a personal computer.

Make effective presentations before committees, boards, commissions and other groups.

Establish and maintain effective working relationships with all those contacted in the course of work.

Deal effectively with a diverse group of individuals from different socioeconomic backgrounds under stressful situations such as juveniles, their families, staff and the general public.

**SPECIAL REQUIREMENTS** *(Essential duties require the following physical skills and work environment.)*

Complete and maintain training and certification in department approved Defensive Tactics course which includes use of a restraint chair and oleoresin capsicum (OC) spray and other training required by the department for continued employment.

Must meet P.O.S.T. requirements per Nevada Administrative Code (NAC) 289 in its entirety:
- Graduation from high school or possession of a General Education Development (G.E.D.) Certificate.
- Must be 21 years of age at the time of application.
- Must be a United States Citizen at time of application.
- A person may not be appointed to perform the duties of a peace officer if he or she has:
  - Been convicted of a felony in this State or of any offense which would be a felony if committed in this State Law.
  - Been convicted of an offense involving moral turpitude or the unlawful use, sale or possession of a controlled substance; or
  - A documented history of physical violence.

Out of state applicants must meet P.O.S.T. requirements per Nevada Administrative Code (NAC) 289.20 and must pass the P.O.S.T. Academy challenge exam with a 70% or higher score within one (1) year.

Category I or II P.O.S.T. certification must be maintained for continued employment.

Must successfully complete department approved and mandated training for continued employment.

Must be willing to work a flexible schedule including on-call availability on evenings and weekends.

*This class specification is used for classification, recruitment and examination purposes. It is not considered a substitute for work performance standards.*