

# JOB DESCRIPTION

## Resident Supervisor (RS)

Reporting Relationship:	Position reports to the Facility Director
Work Schedule:	This position works the day, afternoon and midnight shift with varying workdays, including weekends and holidays.
FLSA Status:	Non-Exempt

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### **I. SUMMARY OF POSITION**

Resident Supervisors (RS) work in conjunction with the treatment staff of the facility to ensure that the facility meets its mission of providing a safe environment where offenders can change criminal behavior.

Under the direct supervision of the Facility Director and the general supervision of the Deputy of Operations the RS's are responsible for the direct supervision, observation and monitoring of residents of the facility. RS's supervise residents in accordance with established Rules and Regulations. They direct and re-direct resident behavior.

The Resident Supervisor performs these daily duties and responsibilities under the guidance of the Shift Supervisor and the Operations Administrator.

### **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**-*Essential duties and responsibilities may include, but are not limited to, the following:*

- Works various posts throughout the facility by following post orders and policies and procedures.
- Moves throughout the living quarters and day areas of the facility on "rounds."
- Directs and re-directs resident's behavior.
- Processes residents in and out of the facility.
- Reads logs and other documents to remain current and informed.
- Makes entries in computer log to ensure exchange of pertinent information.
- Monitors resident's safety, health, movement, and interactions.
- Searches incoming and other residents' personal property to determine allowable property and contraband.
- Observes behavior to detect rule violations and other suspicious or disruptive behavior.
- Acts to prevent volatile situations.
- Supervises resident's completion of house assignments and community service projects.

- Operates security door system, camera system, two-way radios, and computers.
- Supervises visitation.
- Conducts urinalysis, BAC and full and pocket pat downs on residents.
- Reports resident's non-compliance with rules by generating "Incident Reports" on violations.
- Communicates clearly and concisely with staff, residents, visitors, and others.
- Evaluates and provides feedback to residents to help them progress in their program plan goals and social skill development.
- Provides medical, suicidal and behavioral surveillances.
- Remains alert for entire shift.
- Responds to visitors to the facility.
- Responds to emergency situations that may require the use of First Aid/CPR.
- Knows the location and operations of water, electrical, and HVAC switches, valves, and breakers.
- Escorts residents outside of the facility to places such as hospitals, doctor appointments, courts.
- Inspects locks, doors, fences, gates to prevent security breaches.
- Manages frequently changing events, that require multitasking and working at a hectic pace.
- Follows all supervisors' instruction.
- Attends work regularly, works irregular hours, works all three shifts and fills in on other schedules as assigned.
- Other duties as assigned.

### **III. JOB QUALIFICATIONS**

To perform this job successfully, an individual must possess a valid driver's license and be able to perform each essential function at expected level of competency. The requirements listed below are representative of the knowledge, skills and/or ability required:

#### **Education and Work Experience**

High School Diploma or equivalent. A combination of education, training or experience preferred. Experience with the offender population or a residential setting preferred. Must be available to work all three shifts. Works irregular hours and fills in as assigned.

#### **Licenses**

Must possess a valid driver's license.

#### **Language Skills**

Ability to read, analyze, and interpret general materials, correspondence, government regulations, policies and procedures, manuals and handbooks. Ability to write reports, communicate via a computer, and to effectively present information and observations verbally and through the computer log. Ability to respond to questions from co-workers, supervisors, residents and visitors to the facility.

**Mathematical Skills**

Ability to count, add, subtract and multiply.

**Computers and Equipment**

Ability to operate a personal computer, including word processing and specialized software, telephone, two-way radio, copy machine, facility vehicles, first aid equipment.

**Maintenance Equipment**

While performing the function of supervising house assignments and community work service, the staff members may be required to operate or instruct residents on the operation of various power tools and motors that may include, lawn mowers, weed whackers, trimmers, floor buffers, vacuum sweepers, etc.

**Reasoning Skills**

Ability to solve practical problems and deal with a variety of variables in situations where limited supervision or standardization exists. Ability to critically think. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to identify or detect residents manipulation and other criminogenic conduct that is characteristic of the population served.

**Interpersonal Skills**

Ability to communicate effectively by actively listening, asking appropriate questions and providing feedback to ensure effective delivery of information. Ability to build rapport with residents. Ability to assimilate onto and work as a team member.

**Physical Demands**

While performing the duties of this job, the staff member is regularly required to stand, use hands and fingers, reach with hands and arms, talk and hear. The staff is regularly required to walk, stoop, kneel, or crouch. RS is often required to spend up to six (6) hours on their feet during a normal eight (8) hour shift. Occasionally the staff will be required to sit, climb or balance, and smell or taste. Staff must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 70 pounds. Vision requirements for this job include close vision, depth perception, and ability to adjust focus.

The staff is regularly required to talk, hear, walk and sit. Staff must be able to stand, use hands and fingers to touch and feel, and to reach above the head.

**Work Environment**

The milieu of NEOCAP is a very structured and organized work environment. Discipline, noise level, and movement, are to be maintained at a non-disruptive level. Creating an environment where treatment and behavior change can occur is essential. Staff must adhere to all established rules and regulations, and conduct assigned duties in accordance with policy and procedure. Working with the offender population in a Direct Supervision Model can make the work environment stressful.

*This job description is intended to present an illustrative description of the range of duties, the scope of responsibility and the required level of knowledge, skills and abilities necessary to describe the essential functions of the job. Specifications are **not** intended to reflect all duties performed by Resident Supervisors.*

Revised: April 19, 2016