

JOB DESCRIPTION

Shift Supervisor (SS)

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

I. SUMMARY OF POSITION

Shift Supervisors 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 Shift Supervisors are directly responsible for security and operations of the physical plant, supervision of Resident Supervisors, Food Service Personnel and Transport Staff. They are also directly responsible for the observation and monitoring of the movement of the residents and others throughout the facility and its premises. The Shift Supervisor is responsible for providing guidance to the Resident Supervisors as they carry out their duties and responsibilities.

The Shift Supervisor will perform these daily duties and responsibilities under the guidance of the Operations Administrator.

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

- Supervise Resident Supervisors ensuring compliance with Policy and Procedures.
- Report personnel issues to Operations Administrator or Deputy of Operations.
- Ensure that security and safety policies and procedures are consistently and uniformly followed and that all staff remain security and safety conscious.
- Responsible for the overall management and operation of the shift assigned.
- Respond to Resident/Staff emergency situations and report the same to the Facility Director and/or other Directors.

- Ensure for adherence to work schedule and assigned duties of Resident Supervisors, Food Service Personnel and Transport Staff.
- Assists in the training and orientation of new Resident Supervisors.
- Meets with the Operations Manager on a daily basis for a mutual exchange of current events.
- Conducts shift briefings and is responsible to pass along all pertinent information to oncoming shift.
- Reads facility log to recognize and respond to any resident behavioral issues needing immediate attention. Ensures the information is passed along to the Program Specialist or Facility Director.
- Ensures overall sanitation and safety of the facility is maintained.
- Provides for a safe working environment for all staff members, residents, volunteers and visitors.
- Maintains overall order within the facility.
- 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 residents behavior.
- Processes residents in and out of the facility.
- Makes entries in computer log to ensure exchange of pertinent information.
- Monitors residents 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.
- 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 have 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. Relevant college course work or experience preferred. Experience with the offender population or a residential setting preferred.

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, 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.

Supervision Skills

Ability to interact with residents and staff effectively. Ability to handle sensitive face to face inquiries. Ability to relate to people, listen and resolve problems effectively. Ability to handle emergency and potentially dangerous situations. Ability to multitask and prioritize.

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 Shift Supervisor is regularly required to stand, use hands and fingers, reach with hands and arms, talk and hear. The Shift Supervisor is regularly required to walk, stoop, kneel, or crouch. The Shift Supervisor 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 Shift Supervisors.*

Revised: April 19, 2016