

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 003250  
Grade 20**

**RESIDENT SUPERVISOR II\***

**DEFINITION OF CLASS:**

This is front line full performance level correctional work controlling, accounting for and providing guidance to a segment of an offender-resident population. Most contacts are with coworkers, offender residents, their families, employers and others to exchange routine information about rules, policies, procedures and the like. There is also contact with police officers, probation officers, personnel at the Montgomery County Detention Center (MCDC) and Montgomery County Correctional Facility (MCCF), maintenance and service personnel (County employees and contractors) and others. Most contacts center on the exchange of routine information. However, there is also exchange of non-routine information concerning serious infractions of rules, transports back to a secure facility, escapes and other significant events. Most contacts are cooperative and intended to facilitate successful integration of offender-residents into the community, but some are confrontational. Direct, one-on-one care giving and assistance are provided to the offender-residents as needed throughout the day or as deemed appropriate, and range from provision of such routine services as urine sample collection, Alco Sensor testing and disbursing monies to detailed questions on and provision of individualized assistance, attention or guidance on work-family, health, substance abuse or other problems they are confronting on a daily basis, guidance on anger management or antisocial behavior, and other services/help.

Employees in this class are responsible for the accountability and daily control of a large group (unit) of offender-residents, mainly at the Pre-Release Center (PRC), which is a correctional facility without significant physical control measures. Other employees supervise offender-residents who live at their place of residence and are electronically monitored, or provide support services but also interact daily with offender-residents on a variety of matters. Employees in this class are under general supervision, independently planning and performing their daily work consistent with guidelines, as much of their work is accomplished after hours without supervisory presence. Most problems are resolved in keeping with established guidelines and procedures, which are extensive and have been mastered by the employee who uses mature judgment to select, adapt and apply them. Employees in this class exercise discretion in drawing upon experience and seasoned judgment to identify, select, and apply an effective approach to behavioral problems and a range of other issues that arise in their daily work with an offender-resident population of diverse cultural, socioeconomic and educational backgrounds, varied personalities and perspectives and other characteristics that affect behavior. The complexity of this class is realized by the nature and level of the employees' problem solving and decision making in the dual role that they play as a rules enforcer and a guidance provider working with offender residents who are not restricted by conventional physical barriers, may be resistive, unmotivated or otherwise troubled, and for whom adjustment to community life is difficult to achieve. Employees in this class solve problems and make decisions based on facts, precedents, full programmatic knowledge, experience and sound judgment. This includes acting on incidents and situations where guidelines must be adapted to the individual(s) involved or specific context or circumstances on a regular basis. The major impact of this class of work is realized by the accountability for and control exercised over offender-residents

coupled with the direct daily services and guidance provided. Work is occasionally evaluated in progress, but more often upon completion through reports, results and other measures for timely and appropriate control and services, for effectiveness in guidance of offender-residents, and for working effectively with other contacts.

Employees in this class are exposed to bodily fluids through urine samples and Alco Sensor testing. There is exposure to aggressive, verbally abusive or potentially hostile people in an uncontrolled environment. Good 'situational awareness' is required to reduce risk to self. This class involves considerable standing, a good amount of walking, sitting, observing, bending, reaching and finger manipulation to provide service at the desk area, to conduct room inspections, etc. There is some driving required. There is occasional lifting of materials or resident property weighing twenty (20) to fifty (50) pounds.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Checks for proper authorization for release of offender-residents to the community (work, school, training, counseling, etc.) and effects the releases.
- Administers Alco Sensor test and collects urine samples for drug screening.
- Conducts personal, room, vehicle, and facility searches and offender-resident counts.
- Assigns and inspects facility clean-up assignments.
- Distributes medication per medical staff instructions.
- Disburses and receives offender-resident monies.
- Verifies offender-residents' locations in the community through electronic monitoring, telephone checks and on-site visits.
- Determines necessity of making formal charges for major infractions (documented on form 75B) or handling infractions through such other measures as assigning curfew or providing guidance.
- Conducts (75B) adjustment hearings.
- Drives offender-residents to court, medical appointments, MCDC, and other destinations.
- Provides guidance and 'contract monitoring' for assigned offender-residents covering such areas as work, family, substance abuse, leisure, health and finances as well as anger management and possible depression.
- Provides crisis intervention for offender-residents by defusing potentially threatening and disruptive concerns of offender-residents and, as necessary, their family members or other persons present.
- Attends and participates with other employees in weekly meetings to discuss therapeutic strategies and help develop individualized treatment plans for selected offender-residents.
- Supervises 'weekend turnarounds', helps with intakes.
- Leads morning meetings.
- Scores psychological tests (MMPI, Tennessee Self-Concept, etc.).
- Supervises facility evacuation drills and conducts emergency systems testing.
- Interviews offender-resident's family and reviews Pre-Release program with them.
- Secures and inventories property belonging to offender-residents whose program participation has been discontinued.
- Maintains and compiles statistics for monthly reports.
- Takes messages for offender-residents from various people, including attorneys, doctors and employers.

- As necessary, helps offender-residents with their reading and writing in job searches and other circumstances.
- Attends and participates in staff training in such areas as CPR, First Aid, cognitive behavioral treatment skills.
- Provides on-the-job training of new staff members and entry/developmental level Resident Supervisors.
- Functions as a Field Training Officer to help train lower level Resident Supervisors. Testifies in court.
- Files an application for an arrest warrant with the District Court Commissioner when an offender-resident escapes.
- As assigned, staffs the front desk, attends to daily grounds, facility maintenance, equipment and security issues, MSDS logs and performs related service-support work.
- Performs related duties as required.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of and skill in interpreting and applying core principles and generally-accepted standards and approaches of community-based corrections. This includes the exercise of independent, seasoned judgment and discretion in adapting guidelines to address incidents and situations, as appropriate.
- Knowledge of and skill in interpreting and applying specific laws and PRRS Division guidelines applying to the population that is overseen.
- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem in the assigned program area(s). This includes the ability to recognize problems and identify relevant information.
- Skill in the exercise of mature judgment to control offenders individually and in groups through the authority of the position of Resident Supervisor and one's own people skills. This includes being a 'strong' observer of people and situations.
- Skill in written communication to understand written information (including facts, instructions, descriptions and ideas) in the form of policies and procedures, instructions, incident reports and the like and to express such information in writing in the form of brief reports, notes and the like so that others will understand.
- Skill in verbal communication to understand information (including facts, instructions, descriptions, and ideas) and to verbally express such information so that others will understand and, in some cases, will comply or be persuaded. This includes good skill as a listener as well as the ability to bridge some language barriers and to encourage effective verbal communication by offender residents, their family members, etc.
- Interpersonal skills to interact successfully in a customer-service oriented, businesslike manner with the full range of personal contacts.
- Well-developed skill in providing advice and guidance in areas that offender-residents are confronting on a daily basis, such as work-family, health, substance abuse, anger management and anti-social behavior.
- Skill in recognizing critical indicators of personal crisis and in selecting and applying basic crisis intervention techniques.
- Skill in multitasking to attend to a number of inputs and provide an array of services to individuals on demand while maintaining 'situational awareness.'

- Willingness to work with offender-residents in a community-based corrections environment.
- Willingness and ability to report to work for emergencies and to meet operational staffing requirements.

**MINIMUM QUALIFICATIONS:**

**Experience:** Completion of eighteen (18) months of satisfactory work as a Resident Supervisor I.

**Education:** Possession of a Bachelor's Degree from an accredited college or university.

**Equivalency:** An equivalent combination of education and experience may be substituted.

**Physical Ability:** Ability to occasionally lift materials or resident property weighing twenty (20) to fifty (50) pounds.

**CITIZENSHIP AND AGE:**

Individuals appointed to this position must be at least 21 years of age on the date of appointment and be either a citizen of the United States or a resident alien.

**LICENSE:**

- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence.

**PROBATIONARY PERIOD:**

Individuals appointed or promoted to this class will be required to serve a probationary period of twelve (12) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Core I Exam with a Drug/Alcohol Screen.

**Class Established:** February 1988

**Revised:** April 1989

**Classification Study:** October 1994 (M)

**Classification Study:** January 2007 (M)

**Revised:** July 2011

**Revised:** August 2013

**Revised (PP):** February 2018

(Probationary Period) January 2020