

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

**Code No. 003252
Grade 22**

RESIDENT SUPERVISOR III

DEFINITION OF CLASS:

This is front line full performance level correctional work providing leadership, technical supervision and work direction to staff as well as direct responsibilities controlling, accounting for and providing guidance to a segment of an offender-resident population. The work occurs 24/7/365 on each of three shifts, and on most shifts operates independently without onsite higher supervisory and managerial support. During those times, the position serves as the sole lead for custody and facility task assignments, the sole lead for staffing issues including those arising from unscheduled leave and call-ins which may require arranging to fill posts on subsequent shifts with on duty staff or other staff recruited from home, and the sole lead for emergency security and facility issues. Further, the work fully incorporates the role of the Field Training Officer as part of its core responsibilities. Most contacts are with co-workers, 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. There is also the needed ability to adapt policy, procedures, and practices to new situations that come up in the community-based program, and to lead staff to implement these adaptations. 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 of 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 anti-social behavior, and other services help.

Employees in this class are responsible for both the overall safe and orderly running of a shift at the Pre-Release Center and the accountability and daily control of a large group (unit) of offender-residents. Living at the Pre-Release Center (PRC), which is a correctional facility without significant physical control measures and those living on Home Confinement. The latter group of individuals is monitored electronically and report to the PRC three times weekly at home. In addition to those living on Home Confinement, approximately 15% of the residents living at the PRC are also monitored electronically using GPS tracking technology. Employees in this class are under general supervision, independently planning and performing their daily work consistent with guidelines, as most 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 will assume

responsibility for ensuring that the subsequent shift is properly staffed according to the Division's practices and in accordance with accreditation requirements which heretofore had been the responsibility of higher-level managers. 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. 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)

- Provides shift supervision to a group of Resident Supervisors Is and IIs to ensure compliance with policies and procedures and compliance with state and national Correctional standards, as well as to ensure completion of shift duties, and disciplinary documentation of subordinate Resident Supervisors.
- Coordinates staff response to difficult residents/visitors and emergency situations.
- Designates assignments/breaks on every shift for subordinate Resident Supervisors.
- Reviews activities of previous shift to include reports, information from pass on log, and verbal reports from the posts within assigned cluster or area; briefs subordinate staff of problem areas and status of that portion of the institution to which assigned.
- Monitors supervision, control, and discipline of offender-residents within assigned cluster/area.
- Carries out the duties of a Resident Supervisor (RS) on a unit or in Support Services.
- Arranges shift coverage based on unscheduled leave issues including, if necessary, mandatory drafting of on-duty staff to cover assignments on subsequent shifts and/or recruiting staff from home to cover these assignments.
- In the case of emergency, takes responsibility to coordinate staff response in the absence of onsite manager/supervisor.
- Recommends changes in operational and personnel procedures based on experience and problem areas encountered during daily operations.
- Prepares and submits appropriate reports concerning unusual incidents occurring during a shift and reviews written reports of shift members for accuracy, clarity and content.
- Upon request, gives input in decisions or actions regarding officers within assigned area on a variety of personnel matters involving orientation, training, annual leave, performance appraisal, promotion, rewards, and adjustment of minor complaints.
- Serves as the trainer for new Resident Supervisors.
- Leads and conducts on-the-job and in-service training for team members. Occasionally conducts briefings on operational problems, policy changes, and special management concerns.
- Confers with outside maintenance contractors to effect emergency repairs.
- Testifies in court as required.
- Contacts on-call managers and Department Director in cases of emergency.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the principles and practices of Corrections (care, custody, control, rehabilitation, discipline, etc.), including standards and guidelines of the Maryland Correctional Training Commission, Maryland Commission on Correctional Standards, and the American Correctional Association.
- Knowledge of the rules, regulations and requirements pertaining to various Resident Supervisor assignments within the Montgomery County Department of Correction and Rehabilitation's Pre-Release and Reentry Services Division.
- Knowledge of the direct supervision method of managing residents in a correctional environment.
- Knowledge of supervision responsibilities for Resident Supervisors on shift.
- Knowledge and skills in de-escalation techniques particularly with individuals who have mental health conditions.
- Knowledge and skill to use self-defense techniques and actions.
- Knowledge of the parameters of the appropriate use of force.
- Knowledge of County, State, and Federal regulations governing occupational safety and emergency management.
- Knowledge of County Code, County Personnel Regulations and the Collective Bargaining Agreement.
- Skill in the use of specialized emergency, security and safety equipment and techniques used in Pre-Release and Reentry Services.
- Skill in the use of technology for electronic monitoring and for informational management.
- Skill in writing reports and documenting incidents thoroughly and appropriately.
- Ability to interpret and apply core principles and generally-accepted standards and approaches of community-based corrections and Division Policies and Procedures. This includes the exercise of independent, seasoned judgment and discretion in adapting guidelines to address incidents and situations, as appropriate.
- Ability to work in a correctional environment.
- Ability to exercise good judgment, interpersonal skills and positive reinforcement techniques in supporting Resident Supervisors in the appropriate methods, procedures and techniques for controlling offenders and diffusing negative actions behavior.
- Ability to collaborate with other law enforcement, public safety, and social service agencies.
- Ability to respond and coordinate staff response to emergency situations at the Pre-Release program including resident escapes, assaults, and deaths in custody.
- Ability to assign resident Supervisors to shift responsibilities while carrying out shift responsibilities.
- Ability to carryout responsibilities as a Resident Supervisor.
- Ability to train Resident Supervisors.
- Ability to stand and walk for long periods under various work conditions.
- Willingness and ability to administer First Aid quickly, calmly and effectively.
- Ability to interact effectively and productively with people of diverse backgrounds and abilities.
- Ability to report to work as ordered for emergencies and to meet operational staffing needs.
- Ability to maintain punctual and excellent attendance.

MINIMUM QUALIFICATIONS:

Experience: Two (2) years of satisfactory experience as a Resident Supervisor II.

Education: Bachelor's Degree from an accredited college or university.

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

Physical Ability: Ability to lift twenty (20) - fifty (50) pounds.

LICENSE:

- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence.
- State of Maryland Correctional Officer Certification and First Aid, CPR, and Automatic External Defibrillator (AED) Certification not required but preferred.

Note: There will be no substitutions for this section.

PROBATIONARY PERIOD:

Individuals appointed or promoted to a position in 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: January, 2012

Revised: August, 2013

October, 2014

(Probationary Period) February 2020