

SUPERVISING GROUP COUNSELOR

Definition

Under general direction, is responsible for the supervision and evaluation of the operations and staff of a detention facility.

Distinguishing Characteristics

The Supervising Group Counselor class is assigned to Juvenile Hall or in various programs within the Probation Department and may be assigned a designated component of a correctional or detention facility on a shift basis.

The Supervising Group Counselor is distinguished from the Senior Group Counselor class in that the Senior Group Counselor has primary responsibility for the delivery of counseling programs, whereas the Supervising Group Counselor class is responsible for program development and implementation.

Typical Tasks

- Supervises, trains and evaluates subordinate staff in the performance of their duties; counsels, corrects and conducts investigations of incidents involving staff;
- Schedules, assigns and adjusts workloads;
- Interviews candidates and selects or recommends the selection of employees;
- Assigns new admissions to facility;
- Provides direction and advice to custodial personnel regarding programs, activities, supervision of detainees and security measures;
- Develops on-the job training programs; trains or delegates training of staff;
- Confers with and advises subordinates on the manner of treatment of serious behavior or disciplinary problems;
- Receives and investigates reports of injury, illness and property damage;
- Makes tours of inspection to check on the safe custody and welfare of detainees and the cleanliness of quarters and other areas;
- Counsels detainees as necessary;
- Supervises the facility on a daily basis and reports directly to management;
- Reviews and approves various documents, including suicide watch sheets and discipline log sheets, during periodic facility inspections;
- Ensures staff compliance with the behavior control policy, the detainees' rights and other Departmental policies;
- Reviews and prepares attendance, program and staffing documents as required to initiate a shift;
- Meets on an ongoing basis with counseling staff and management;
- Directs and supervises everyday facility tasks in order to maintain operations as defined by the Board of State and Community Corrections Title 15 Minimum Standards for Juvenile Facilities. This includes but is not limited to: Education, Recreation, Health Care, and Child Supervision;
- Prepares and maintains all required treatment records, reports, memorandums, forms, logs, letters, and other documents related to the detainees' attitudes, behavior, appearance, interests, skills, progress, and needs of detainees, including those who are classified under specific risk standards;

Supervising Group Counselor

- Investigates complaints of alleged staff misconduct and conducts interviews; writes summaries and reports with conclusions;
- Interacts with other County departments, the public, families, law enforcement agencies, and representatives of community-based organizations and other outside agencies;
- Reviews and conducts hearings for grievances and appeals of discipline submitted by detainees;
- Oversees, evaluates, coordinates and monitors program services and activities utilized by the institution;
- Reviews and evaluates in-custody service proposals and curricula of potential vendors;
- Develops and implements performance standards to ensure compliance with the department's mission statement, policies and procedures, mandates, and state requirements;
- May make arrests;
- May appear in court to testify;
- May be assigned as a Disaster Service Worker, as required;
- Performs related duties as required.

Employment Standards

Possession of a Bachelor's Degree from an accredited college;

AND

Two (2) years of experience equivalent to the classification of Senior Group Counselor in the County of Santa Clara.

Or

Four (4) years of experience equivalent to the classification of Probation Counselor II in the County of Santa Clara.

Special Requirements

- Must be a citizen of the United States or a permanent resident who is eligible for and has applied for citizenship. (Government Code 1031-1031.5);
- Possession of a valid California Driver's License prior to appointment and the ability to qualify for and maintain a County driver authorization;
- Possession of current CPR/First Aid certificate prior to appointment;
- Any felony conviction and/or a conviction outside of California that would be considered a felony in this State is disqualifying;
- Must pass a complete background investigation;
- Must successfully complete the training requirements prescribed by the California Penal Code 832 (PC 832 Core Course) within one year of appointment or vacate position;
- Must successfully complete the training requirements prescribed by the Standards and Training for Corrections (Juvenile or Adult Corrections Officer Core Course) within one year of appointment or vacate position.

Knowledge of:

- Principles and techniques of supervision;
- Principles and general psychology and behavior patterns of detainees and the causes of crime and delinquency;
- Principles of group and individual counseling work as applied to adolescents and/or adults;
- Standard health and first aid practices;

- Recreational and leisure time activities;
- Procedures involved in the care, safety and custody of detainees;
- Basic laws, codes and regulations governing local, penal and institutional practices and procedures;
- Principles and practices of supervision and staff development;
- English language usage, spelling, grammar and punctuation;
- Personal computers and common office applications.

Ability to:

- Supervise and direct activities of an institutional work force;
- Ensure safety and security of detainees and staff within a County Probation Department facility;
- Maintain firm discipline in a fair and tactful manner;
- Model and maintain positive and pro-social behavior;
- Establish and maintain effective working relationships with others;
- Communicate effectively, both orally and in writing;
- Complete training in the application of physical/mechanical restraint techniques;
- Prepare concise reports.

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