

JOB DESCRIPTION HIDALGO COUNTY

DETENTION OFFICER

Position

11/02/2012

Date Issued

Detention Center

Department

11/02/2012

Date Reviewed/Revised

Detention Corporal

Report to

Hidalgo County Commission

Authorized By

Position Summary

Detention Officers participate in the day-to-day operations of the jail. Duties involve, but are not limited to; booking and releasing inmates, maintaining security of the facility, escorting offenders within and /or outside the secure confines of the jail. In addition, Detention Officers will supervise inmate work crews, dispense medications, effectively manage volatile and violent inmates, operate a master control center and fulfill a number of clerical duties.

Position Responsibilities

Detention Officers must communicate effectively with a varied population of inmates, including individuals from diverse ethnic, racial, cultural and economic backgrounds. This may include persons for whom English is not a primary language, persons with developmental and learning disorders, or individuals with a wide variety of psychiatric and physical disorders. Detention Officers will provide direct supervision of inmates within the housing areas of the jail. This will include direct supervision during meal service, security checks, medication distribution, and random or scheduled housing and cell searches. They will also be responsible for the general inmate behavior in areas assigned as their duty station, and directly supervise and escort inmates within the secure perimeter of the jail as assigned. Detention Officers will accurately dispense prescription medications to inmates during medication delivery, are responsible for checking the accuracy of medical orders listed on medication sheets and packets. Detention Officers will remove the correct medication dose, observe the offender taking the medication, and record the medication dose taken on the medication report sheet. Detention Officers will efficiently and accurately complete Corrections paperwork including but not limited to: Booking, medication, release records, reports; logs, requests, memos and rosters. Furthermore, Detention Officers will assist in some clerical and reception work to support facility programs when clerical staff is unavailable. Detention Officers will tactfully and courteously establish and maintain effective working relationships with the following: Supervisors, co-workers, outside law enforcement agencies, other county departments or agencies, and members of the public. Detention Officers will appropriately respond to emergencies in the jail, which may include the following: Inmate assaults, fires, riots, offender disturbances, explosions, natural disasters, and hostage conditions. The Detention Officers will immediately and appropriately respond

to control these circumstances. This may involve the use of appropriate levels of force through physical management of combative, volatile, hostile and assaultive inmates. Detention Officers will accurately operate a variety of equipment, including computers, printers, FAX and fingerprint machines, digital imaging computers, physical restraint devices, firearms, radios, fire extinguishers, intercom systems, telephones, and equipment found in the central control booth. Detention Officers work a variety of rotating shifts, as well as rotation of positions, and may perform other duties as assigned or required. Detention Officers may additionally be required to work overtime.

Minimum Qualifications

- 18 years of age and possess a high school diploma or GED.
- Ability to communicate orally and in written English.
- Ability to perform essential job duties and other assigned responsibilities.
- Must have proficient computer skills.

Preferred Qualifications

- Detention Officer Basic Training.
- Ability to understand and communicate in Spanish.
- Skills in report writing and organization.

Special Requirements

- Shall have a valid New Mexico Driver's License.
- Must be of good moral character and not have any felony convictions or pending charges. Applicant must submit to a background check and have no DWI convictions in the past 3 years.
- Must be able to travel in state to training when required.

Physical Demands

Must be able to take and pass an employment medical and drug/alcohol screen prior to scheduled start work date. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to handle, feel or operate objects, tools or controls and reach with hand and arms. Specific vision, color vision, depth perception, and the ability to adjust focus. Duties are performed both in the detention facility and in the field. In the field the employee is exposed to varying and extreme weather conditions. Must have the capability to hear, speak and see to communicate with the general public. Must have the strength and ability to apprehend, subdue and restrain criminal offenders. Physical exertion may be required to climb stairs and over walls, run, bend, twist, reach, crawl through tight spaces, kneel in confined areas; sit for prolonged periods of time;

move/push/pull or lift heavy objects exceeding 50 lbs; Subject to 24-hour call back for emergencies; great mental ability is required daily.

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee risk physical hazard from violent, aggressive, and hostile people, a variety of weapons, noise, exposure to bio-hazard communicable diseases, hazardous materials, chemicals, bodily fluids, sharp objects, traffic, drugs and drug paraphernalia; high risk of civil litigation due to performance of duties. Duties are performed both in the detention facility and in the field. In the field the employee is exposed to varying and extreme weather conditions. This position mandates rotating shift assignments, operating on a 24 hour a day, 7 days a week schedule where Detention Officers are subject to both voluntary and mandatory overtime. It is the policy of Hidalgo County to provide equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or veteran status. Appropriate accommodations, as required by the Americans with Disabilities Act, will be provided.

Other Conditions of Employment

Must be able to read, understand and follow both oral and written directions and instructions. Must be able to give oral and written directions and instructions. Must be able to effectively safeguard confidential information. Must be able to think clearly and make decisions that may affect work activity, as well as employee and public safety. Must be able to apply knowledge of basic math skills. Must be able to use tact and courtesy in working with a wide range of individuals frequently under tense circumstances. Must demonstrate sufficient and adequate mental and emotional stability in order to meet the rigors of correctional work.

Required Knowledge, Skills, and Abilities

- Knowledge of customer service standards and procedures.
- Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, financial systems, and presentation software (such as PowerPoint).
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Skill in supervising activities and in writing and completing accurate reports and observations.
- Skill in dealing with situations requiring tact, diplomacy, understanding, fairness, firmness, and sound judgment.

- Skill in remaining alert at all times and reacting quickly and calmly in emergency situations.
- Ability to be trained in and operate booking equipment, including cameras and fingerprinting equipment, computer data entry programs, and standard weapons and security hardware.
- Ability to be trained and apply defensive tactics, appropriate use pepper ball gun, oc spray, and baton.
- Ability to be trained, meet, and maintain firearm proficiency issued firearms.
- Ability to foster a cooperative environment.
- Ability to communicate effectively, both verbally and in writing.
- Ability to read, understand, follow, and enforce safety procedures.
- Ability to qualify to operate any weapons used on or off duty before carrying them.

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The above statements reflect the general details considered necessary to describe the essential functions of the job as identified and should not be considered as a detailed description of all work requirements that may be inherent in the job.