

Cascade County Job Description

Job Title	Adult Detention Officer
Department	Sheriff's Office
FLSA	Non-Exempt
Date	January 2021

Job Summary

The Adult Detention Officer (Officer) oversees and supervises the care, custody and control of inmates incarcerated at the Cascade County Regional Detention Facility (Facility) in accordance with Montana Department of Corrections and Facility policies and procedures and as directed and required for public safety. Officers may oversee, escort and supervise inmates in transit between the Facility, Courthouse, Prison, medical facilities or other points of destination. Under the direct supervision of the Shift Supervisor or general supervision of the Facility Command Staff, Officers are responsible for maintaining a secure detention/correctional facility and the safe care, custody and control of all inmates. Officers perform a variety of technical and administrative tasks associated with Facility operations and the care, custody and control of inmates that includes the observation and accompaniment of inmates inside and outside the Facility and related inmate record keeping requirements. Officers may be assigned to work various shifts and perform other related duties as required or assigned.

Distinguishing Class Features

Officers in this class require patience and an appropriate level of assertiveness in frequent contact with non-violent and violent inmates and inmates who are suicidal, mentally or emotionally disturbed or combative. Officers are also subjected to hazards associated with detention and correctional work including exposure to various hazards such as noise, a variety of physical conditions, close quarters and exposure to human body fluids.

Essential Job Duties and Responsibilities

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions, which may be found in positions of this class.)

- ❑ Oversees and supervises the care, custody and control of inmates incarcerated at the Facility in accordance with Montana Department of Corrections and Facility policies and procedures and as directed and required for public safety;
- ❑ May oversee, escort and supervise inmates in transit between the Facility, Courthouse, Prison, medical facilities or other points of destination;
- ❑ Conducts headcounts to ensure each inmate is present;
- ❑ Conducts suicide checks on inmates;
- ❑ Monitors conduct of inmates in cellblocks or during work or recreational activities according to established policies and procedures to prevent escape or violence;
- ❑ Inspects conditions of locks, window bars, grills, doors, gates and other physical aspects of the Facility to ensure and maintain safety and security of the Facility and to prevent inmate escapes;
- ❑ Records information such as inmate identification, incidences of inmate disturbance and maintains daily logs of inmate activity;
- ❑ Enters, transcribes, records, stores or maintains information in written or electronic/magnetic form;
- ❑ Ensures paperwork is accurate, complete and filed accordingly;
- ❑ Searches inmates, vehicles and conducts searches of cells for valuables and contraband, such as weapons or drugs;
- ❑ Collects and inventories inmate's property in accordance with established policies and procedures;

- ❑ Observes, receives and otherwise obtains information from relevant sources;
- ❑ Engages in conflict resolution to settle disputes/issues between inmates;
- ❑ May have to use taser, OC spray, handcuffs and physical force to maintain custody, order and control of inmates;
- ❑ Inspects mail and property for the presence of contraband;
- ❑ Conducts fire, safety and sanitation inspections;
- ❑ Observes meal distribution and medication pass;
- ❑ Conducts equipment and tool inventories at the workstation and in the cellblocks (material safety data sheet);
- ❑ Attends trainings, meetings, conferences and workshops as requested and authorized;
- ❑ Accepts new responsibilities and challenges;
- ❑ Adheres to and complies with strict confidentiality guidelines;
- ❑ Performs other related duties as required or assigned.

Required Knowledge and Abilities

Knowledge and understanding of:

- ❑ Relevant equipment, policies, procedures, strategies to promote effective local, state or national security operations for the protection of people, data, property and institutions;
- ❑ Laws, legal codes, court procedures, precedents, government regulations, executive orders and agency rules;
- ❑ Legal and law enforcement terminology;
- ❑ Prison Rape Elimination Act (PREA);
- ❑ Prisoner custody, restraint and transportation techniques and procedures;
- ❑ First Aid and CPR;
- ❑ Behavior modification techniques;
- ❑ Use of Force policies, techniques and procedures;
- ❑ Self-defense techniques;
- ❑ Basic computer hardware and software, including Word, Excel, Outlook, PowerPoint and AS400;
- ❑ Recordkeeping, report preparation, filing methods and records management techniques;
- ❑ Safety rules, procedures and practices.

Skills in:

- ❑ Using tact, discretion, initiative and independent judgment within established guidelines;
- ❑ Reacting in an emergency and making sound, rational decisions, demonstrating good judgment;
- ❑ Monitoring/assessing inmate performance and making improvements or taking corrective action;
- ❑ Social perceptiveness - being aware of others' reactions and understanding why they react as they do;
- ❑ Critical thinking using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems;
- ❑ Active listening, written and verbal communication;
- ❑ Maintaining composure, keeping emotions in check, controlling anger and avoiding aggressive behavior, even in very difficult situations;
- ❑ Leadership and educating and encouraging others to follow practices and procedures to accomplish work objectives.

Ability to:

- ❑ Interact and communicate in a professional and effective manner with co-workers, inmates and the general public.
- ❑ Maintain an effective and professional working relationship with co-workers, supervisors, other County employees, other agency personnel and citizens of varied and diverse backgrounds contacted during the course of work and out of work;
- ❑ Analyze situations quickly and objectively, to recognize actual and potential danger and to determine a proper course of action;

- ❑ Effectively cope with stressful situations, tactfully and with respect to the rights of others;
- ❑ Display sound judgment and decision-making skills within established policies and procedures and under stressful situations;
- ❑ Deal effectively with stressful situations in a professional manner, which includes (suicides/attempted suicides, deaths, the mentally unstable, drunks, drug addicts; fighters);
- ❑ Read, interpret and communicate laws, ordinances, rules and regulations and apply such in the course of the work;
- ❑ Read and comprehend materials, analyze and compile information and pay attention to detail and accuracy;
- ❑ Follow oral and written directions and use active listening skills;
- ❑ Communicate information clearly and concisely with others both orally and in writing;
- ❑ Prepare accurate, reliable and grammatically correct written reports containing findings, recommendations and legal terminology;
- ❑ Proficiently operate a computer and a variety of office equipment to complete required job duties;
- ❑ Exercise sound judgment within established policies and procedures;
- ❑ Consider the relative costs and benefits of potential actions to choose the most appropriate one;
- ❑ Multi-task and maintain concentration during frequent interruptions;
- ❑ Handle inmate complaints, settle disputes, resolve grievances or conflicts or otherwise engage in dispute resolution with others;
- ❑ Inspect equipment, structures or materials to identify cause of errors or other problems or defects;
- ❑ Provide personal assistance, medical attention or personal care to others such as coworkers, customers or patients;
- ❑ Perform heavy manual labor, including bending, stooping, reaching, carrying and lifting heavy objects weighing up to 50 lbs.;
- ❑ Use manual dexterity of both hands and feet to perform activities such as lifting overhead, twisting, climbing ladders and stairs, repetitive arm motion below, at, and above shoulder level;
- ❑ Walk 5-7 miles per day on a variety of surfaces such as concrete, pavement, dirt and grass;
- ❑ Work while wearing required personal safety equipment which includes gloves, safety glasses, etc. as needed;
- ❑ Work collaboratively with management and co-workers and independently or as a team member;
- ❑ Be honest, ethical, reliable, responsible, dependable and fulfill obligations;
- ❑ Observe work hours and demonstrate punctuality;
- ❑ Observe established Chain of Command.
- ❑ Accept constructive criticism;
- ❑ Identify problems that adversely affect the organization and its functions and offer suggestions for improvement;
- ❑ Work extended hours, nights, weekends and holidays as needed.

Reporting Relationships

General supervision is provided by a Corporal or a higher level of personnel depending upon assignment; Chain of Command Corporal, Sergeant, Lieutenant, Commander, Undersheriff and Sheriff.

Decision-making Authority:

May exercise independent judgment in prioritizing emergency situations.

Challenges and Problems:

Challenged to prioritize work orders and jobs and being able to respond to emergency and security situations.

Minimum Qualifications

Education/Experience/Training:

- Graduation from High School, GED or HSE required.
- Must be at least of 18 years of age at the time of employment.
- Recruitment and selection processes will involve a written test regarding personal history, oral interview, extensive criminal background check, psychological and physical evaluation.
- The employer shall supply any shots necessary to the employees at the employer's expense. Shots include TB Test, Hepatitis A and B or any other shots deemed necessary by the employer for the employee's safety

Desired Qualifications:

- Previous experience in a detention setting.

Certifications:

- Successful completion of the Montana State Law Enforcement Academy Corrections/Detention Officer basic within one (1) year of employment;
- First Aid and CPR certification required within one (1) year of employment;
- OC and Taser certification required within six (6) months of employment.

Sheriff's Office Employment Statement:

Any individual with a felony conviction, domestic violence conviction or outstanding warrants is ineligible for consideration for employment by the Cascade County Sheriff's Office. Other types of convictions will be considered on a case by case basis.

CCSO employees are strictly prohibited from using medical and/or recreational marijuana or any other illegal drugs.

Job Performance Standards

Evaluation of this position will be based primarily on performance of the preceding areas of accountability and performance. To perform the job successfully, an individual should demonstrate the following Valued Work Behavior Competencies:

- **Adaptability:** Adapts to changes in the work environment, manages competing demands, changes approach or method to best fit the situation, able to deal with frequent change, delays or unexpected events.
- **Attendance/Punctuality:** Is consistently at work and on time, ensures work responsibilities are covered when absent, arrives at meetings and appointments on time.
- **Change Management:** Develops workable implementation plans, communicates changes effectively, builds commitment and overcomes resistance, prepares and supports those affected by change, monitors transition and evaluates results.
- **Communication:** Speaks clearly and persuasively in positive or negative situations, listens and acquires clarification, responds well to questions, demonstrates group presentation skills, participates in meetings.
- **Customer Service:** Manages difficult or emotional customer situations, responds promptly to customer needs, solicits customer feedback to improve service, responds to requests for service and assistance and meets commitments.
- **Dependability:** Follows instructions, responds to leadership direction, takes responsibility for own actions, keeps commitments, completes tasks on time or notifies appropriate person with an alternate plan.
- **Diversity:** Shows respect and sensitivity for cultural differences and educates others on the value of diversity, promotes a harassment free environment.
- **Ethics:** Treats people with respect, keeps commitments, inspires the trust of others, works with integrity and ethically, upholds organizational values.

- **Fiscal Responsibility:** Develops cost saving measures that are approved by management.
- **Initiative:** Undertakes self-development activities, looks for and takes advantage of opportunities, asks for and offers help when needed.
- **Innovation:** Displays original thinking and creativity, meets challenges with resourcefulness, generates suggestions for improving work and develops innovative approaches and ideas.
- **Interpersonal:** Focuses on solving conflict, not blaming, maintains confidentiality, listens to others without interrupting, keeps emotions under control, remains open to others' ideas and tries new things.
- **Judgment:** Displays willingness to make decisions, exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in the decision-making process, makes timely decisions.
- **Leadership:** Exhibits confidence in self and others, inspires and motivates others to perform well, effectively influences actions and opinions of others, inspires respect and trust, accepts feedback from others, provides vision and inspiration, gives appropriate recognition to others, displays passion and optimism, mobilizes others to fulfill the vision, makes self available to staff, provides regular performance feedback, develops staffs' skills and encourages growth.
- **Motivation:** Sets and achieves challenging goals, demonstrates persistence and overcomes obstacles, measures self against standard of excellence.
- **Organizational Support:** Follows policies and procedures, supports Cascade County's mission, vision and values.
- **Problem Solving:** Identifies and resolves problems in a timely manner, gathers and analyzes information skillfully, develops alternative solutions, works well in group problem solving situations, uses reason even when dealing with emotional topics.
- **Professionalism:** Approaches others in a tactful manner, reacts well under pressure, treats others with respect and consideration regardless of their status or position, accepts responsibility for own actions, follows through on commitments.
- **Quality:** Demonstrates accuracy and thoroughness, looks for ways to improve and promote quality, applies feedback to improve performance, monitors own work to ensure quality.
- **Safety and Security:** Observes safety and security procedures, determines appropriate action beyond guidelines and reports potentially unsafe conditions.
- **Teamwork:** Exhibits objectivity and openness to others' views, gives and welcomes feedback, supports everyone's efforts to succeed.
- **Technical Skills:** Assesses own strengths and weaknesses, pursues training and development opportunities and strives to continuously build knowledge and skills, shares expertise with others.
- **Written Communication:** Writes clearly and informatively, edits work for spelling and grammar, varies writing style to meet needs, presents numerical data effectively, able to read and interpret written information.

Essential Physical Abilities

Essential Physical Abilities:

The physical demands described here 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 the job, the employee is required to sit for extended periods;
- Must be able to control, restrain and subdue individuals and defend against an attack;

