

**SAN JOAQUIN COUNTY PROBATION DEPARTMENT  
JUVENILE DETENTION POLICY AND PROCEDURE MANUAL**

TO: ALL STAFF

BULLETIN #: D-900

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REPLACES: 1/18/2017

ISSUE DATE: 1/28/2019

**SUBJECT: JUVENILE DETENTION OFFICER EXPECTATIONS AND RESPONSIBILITIES**

**POLICY**

Juvenile Detention Officers are responsible for the care, custody, and control of youth. They must provide direct, constant supervision and ensure that no youth leaves the institution without authorization. All Detention Officers must be able to assess and evaluate unpredictable, as well as common, situations and behaviors and respond in a manner conducive to the safety and security of fellow employees and youth under their care. They must have the ability to develop, implement, and supervise programs, recreation, and work-related activities for detained youth. They must possess a general knowledge of principles of human behavior and basic group and individual counseling techniques and be able to express themselves clearly and concisely both orally and in writing.

**PROCEDURES**

A. Definition of Child Abuse

Child abuse is defined in Section 11165 of the Penal Code as including sexual assault and/or exploitation, neglect, willful cruelty, unjustifiable punishment, and intentional physical injury (not accidental or incidental to appropriate efforts by staff to control a youth).

B. Duty to Intervene

1. A primary duty of the Juvenile Detention Officer is to ensure the safety of youth under his/her care.
2. If a Juvenile Detention Officer observes, or reasonably suspects the proper care or safety of a youth has been jeopardized in the institution, he/she has an affirmative duty to intervene.
3. Intervention may include, but is not limited to:
  - a. Stop the abuse by verbal or physical intervention.

- b. Immediately advise the Shift Leader of the suspected abuse.
  - c. Notify the Duty Officer of the abuse.
4. If the Duty Officer does not appear to take action to stop the abuse, the Juvenile Detention Officer shall *immediately* report the abuse to the next level in the chain of command that can be contacted; this may include the Assistant Deputy Chief Probation Officer, the Deputy Chief Probation Officer, the Assistant Chief Probation Officer, or the Chief Probation Officer.

C. Expectations for the Juvenile Detention Officer Series

Staff will provide a safe and secure home-like environment conducive to positive youth development and overall program effectiveness. Staff will:

- 1. Lead by example.
- 2. Create and maintain an atmosphere of trust and respect.
- 3. Listen and communicate using motivational interviewing practices.
- 4. Encourage responsibility, initiative, and quality.
- 5. Create and support an environment that fosters personal and professional growth.
- 6. Work cooperatively with outside agency providers and other community partners to deliver quality services and programs to our detained youth.
- 7. Engage with youth who are in the care and custody of Juvenile Detention. Ensure that youth understand the purpose and expectations of Detention.
- 8. Encourage, educate, and instill self-esteem/confidence in youth so the youth will learn to think about the future, accept personal responsibility for their actions, and control their own behavior.
- 9. Engage youth and provide positive encouragement to participate in program activities, discussions, and preparation to their return to their homes and communities. This includes but is not limited to:
  - a. Education: Promote and support school engagement and attendance.
  - b. Relationships: Promote and support the development of positive peer and adult relationships.
  - c. Health: Provide information, resources, and referrals to support healthy mental and physical development.

- d. Creativity: Provide program activities that support and encourage positive creative expressions, through art, performance, or public speaking opportunities.
  - e. Community: Reward and support demonstrations of positive character development.
  - f. Work: Reward and support demonstrations of skill building and enhanced competencies, e.g. making better choices, demonstrating proficiency within CBT programming, etc.
- 10. Utilize JJIS; enter detailed notes/information regarding the youth, including documentation of Incident Reports.
  - 11. Follow all departmental policies and procedures.
  - 12. Be on time, ready to work, on your scheduled workdays, at your scheduled times, and leave work on time.
  - 13. Attend monthly unit meetings, prepared to discuss unit issues.
  - 14. Maintain open communication with Unit and all other Probation staff and officers.

D. Juvenile Detention Facility Supervisor

- 1. The Juvenile Detention Facility Supervisor (JDFS) performs responsible supervisory and administrative work in directing the daily operations of Juvenile Detention, and its programs, in accordance with established policy and procedure.
- 2. The JDFS must be able to plan, assign, instruct, and supervise the work of subordinate employees.
- 3. The JDFS must effectively enforce rules and regulations, meet and handle emergency situations, and prepare concise and clear reports.
- 4. The JDFS must be accessible to subordinate staff.
- 5. Responsibilities include, but are not limited to:
  - a. Enforcing guidelines and standards of operations of the facility as established by the department in accordance with the Board of State and Community Corrections regulations.
  - b. Assisting in the maintenance of daily programs.
  - c. Acting as a resource for training and assist staff in performing their duties.

- d. Inspecting all living units daily.
- e. Conducting daily security inspection of building and grounds.
- f. Assisting with the supervision of visiting.
- g. Maintaining unit staffing ratios.
- h. Ensuring that treatment of staff and youth is consistent and fair.
- i. Responding to concerns from subordinate staff and resolving them in a timely fashion.
- j. Keeping the Assistant Deputy Chief Probation Officer and the Deputy Chief Probation Officer of Juvenile Detention apprised of daily activities and relay concerns of staff.
- k. Keeping an accurate accounting of all youth detained in the facility.
- l. Ensuring proper and accurate documentation on the Daily Shift Report (DSR).
- m. Holding monthly unit meetings with their staff.

E. Juvenile Detention Unit Supervisor

- 1. The Juvenile Detention Unit Supervisor (JDUS) is responsible for a specific unit or other area of assignment within the institution (i.e., Booking/Intake, Transportation, Work Project, Programming).
- 2. The JDUS is expected to know and perform all functions pertaining to his/her unit assignment.
- 3. The JDUS must be able to supervise, train, and evaluate the work of subordinate staff and interpret and ensure compliance with the policies of the institution.
- 4. The JDUS is responsible for the effective management of his/her respective unit and shift or other area of assignment. Responsibilities include, but are not limited to:
  - a. Orientation of youth assigned to their unit.
  - b. Ensuring that all youth have equal access to services available and that treatment rendered is fair and consistent.
  - c. Planning and conducting programs and/or activities.

- d. Observing, assessing, and recognizing emotional and behavioral problems, including the needs of individual youth.
- e. Preparing report(s) detailing any unusual incident(s) occurring during the shift.
- f. Making recommendations as to the appropriate response(s) to the reported incident(s).
- g. On the job training of staff.
- h. Supervising, directing, and evaluating the work performance of subordinate staff members.
- i. Acting as liaison between line staff and management.
- j. In the absence of the JDFS, the JDUS will work in the capacity of Duty Officer.
- k. Maintaining an accurate count of all youth on the unit by:
  - i. Counting all the youth in the unit/dorm prior to the start of, and at the end of each shift.
  - ii. Ensuring routine room checks are conducted at a minimum of every 15-minutes at random or varied intervals for any youth in their room, unless they are on Close Observation and require more frequent observation.

F. Juvenile Detention Officer (JDO) and Juvenile Detention Officer Assistant (JDOA)

- 1. Juvenile Detention Officer Assistant is the trainee designation of the Juvenile Detention Officer classification.
- 2. The JDO/JDOA organizes and conducts the daily activities of detained youth.
- 3. The JDO/JDOA must be able to maintain security, observe and assess behavior, direct youth in proper standards of personal conduct, and communicate information to supervisory staff.
- 4. In a team concept approach with other staff, a JDO/JDOA supervises youth to ensure security, safety, and discipline during daily activities.
- 5. Responsibilities include, but are not limited to:

- a. Enforcing, with firmness, rules and regulations of the facility relating to youth, including proper standards of personal conduct.
  - b. Assisting in planning and conducting programs/activities.
  - c. Observing and assessing the behavior and needs of individuals within the structured program setting.
  - d. Relaying information to co-workers, including the shift-leader.
  - e. Preparing report(s) detailing any unusual incident(s) occurring during the shift.
  - f. Making recommendations as to the appropriate response(s) to the reported incident(s).
  - g. May act as shift leader (senior staff) in the absence of a JDUS in coordinating and supervising the work performance of subordinate staff.
6. Probationary JDOAs are not to be placed in the position of shift leader.