



Lorain County Domestic Relations Court

Position Description

Classification Title: Control Room Clerk

FLSA Status:	Non-exempt	Employment Status:	Full-time
Exemption Type:	N/A	Reports To:	Shift Supervisor
Civil Service Status:	Unclassified	Division:	Residential Services

DISTINGUISHING JOB CHARACTERISTICS

Monitors youth behavior and maintains responsibility for security within detention home. Monitors and controls activities and movements within the facility through use of surveillance equipment, electronic door locks, alarms and speaker systems in accordance with established procedures, process and requirements. Alerts staff of security breaches, youth altercations and other security issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.

Maintains and enforces security procedures, and ensures safety and security of both residents and staff. Monitors visitations and maintains log reflecting names of visitors, juvenile visited and related information. Observes visitors and monitors physical contact between youth and visitor to maintain detention home security.

Conducts facility wing checks to monitor residents and maintain security at night.

Maintains daily control room log and counts.

Answers telephone, takes messages, provides routine information and routes calls.

Serves as liaison between Juvenile Department, law enforcement and general public. Retrieves computerized information pertaining to youths and relays to law enforcement officers and other authorized personnel. Provides information to Intake department regarding newly admitted youth. Tallies points for Intake guidelines based on juvenile court history. Completes the Intake guideline form under the direction of the Intake Magistrates.

Maintains communication with "off-going shift", Control Room Clerks, and others to discuss incidences and other issues pertinent to maintaining continued facility security.

Provides CPR and first aid as necessary and contacts medical personnel to provide professional medical care in serious emergency situations. Accompanies youth to hospital to maintain security and youth well-being.

Passes out medications in absence of supervisor or medical staff.

Maintains equipment and keys.

Completes all mandatory trainings within required timeframes.

Must be awake and alert at all times. Demonstrates regular and predictable attendance; meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

OTHER DUTIES AND RESPONSIBILITIES

Performs duties and responsibilities of Juvenile Detention Officer as needed. Serves as team leader in absence of supervisor.

Monitors juveniles in their cells to prevent violations (audio system).

Performs general cleaning, laundry and other housekeeping tasks.

Monitors at-risk juveniles who sleep in dayrooms.

Notifies parents of hearings and diversion assessments. Contacts parents to notify of detention status.

Constructs new resident folders upon admission/hold: All documents filed under labeled sections.

De-constructs resident folders upon release: Documents filed away in labeled resident folder.

SCOPE OF SUPERVISION

No direct supervisory responsibility for staff members unless acting as Team Leader in the absence of a supervisor.

EQUIPMENT OPERATED

Portable radio, metal detector, pepper spray, handcuffs, shackles, mechanical restraints, control room switchboard, washer, dryer, television, DVD player, computer, scanner, printer, telephone, copier, fax machine, and other general office equipment.

CONTACTS WITH OTHERS

Regular contact inside and outside of the Court related to furnishing information or reports, discussing controversial subjects, or complaint resolution where improper handling may have a marked effect on the Court. Contacts include but are not limited to, parents/guardians, clergy, law enforcement, Probation officers, social workers, counselors and therapists, doctors, prosecutors, attorneys, GAL's, school officials, Children Services workers, magistrates and other Court or agency staff.

CONFIDENTIAL DATA

Ability to maintain confidentiality and exercise extreme discretion. Work involves some confidential data of major importance such as court records, client records, medical reports, evaluations, police reports or other information, which if disclosed, may have a pronounced adverse internal and/or external effect detrimental to the Court's interest, or contrary to recognized professional ethics.

WORKING CONDITIONS

The employee must have the capacity to work in a secure environment with criminal offenders, some of whom may be considered dangerous. Good general working conditions but with possible exposure to assaults from youth. Exposure to noise, dust, heat or other disagreeable element. Possible exposure to blood, urine and other bodily fluids but with none continuously present.

USUAL PHYSICAL DEMANDS

The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.

While performing the duties of this job, the employee is required to sit, speak clearly and to hear. Employee converses with others in person and by telephone. Vision demands include close, relatively detailed vision when using a computer screen and reviewing data. Must be able to physically intervene in disruptive and behavioral acting-out situations. With assistance, the employee must be able to physically restrain and contain juveniles for their protection, protection of others, and/or self-protection.

Employees must be able to physically demonstrate the following:

1. Ability to push and pull objects, pick up objects, and bend repeatedly in order to move mattresses, furniture, storage bins or other items to conduct security checks and search residents.
2. Ability to step up on elevated surfaces, such as a bed or stool, to conduct room searches.
3. Ability to reach, bend, and stoop to perform security checks, and other tasks.
4. Ability to walk extended periods throughout the facility.
5. Ability to stand or sit for extended periods.
6. Ability to physically restrain residents under adverse conditions, including ability to manage weights of 75 lbs. to 200 lbs when restraining adolescents.
7. Ability to respond to emergency situations according to Lorain County Residential Facilities policies, procedures and protocols.
8. Ability to correctly handcuff and safely remove handcuffs from residents as needed.
9. Ability to effectively communicate (hear and respond) through the intercom/radio transmission monitoring system.
10. Ability to lift and carry containers of items weighing up to 45 lbs.
11. Must be able to work overtime based on departmental needs.
12. Must demonstrate competency in implementing physical force techniques and satisfactorily complete all of the requirements in training of physical force.

No lifting restrictions or light duty are permitted in this position.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: the mission and objectives of the Court and Detention Facility, Juvenile Division policies and procedures, safety and security practices, CPR and first aid techniques, General knowledge of the Department of Youth Services standards, communication techniques, personality and social interactions; skilled at observing and evaluating detainee behavior, reacting quickly to escape attempts

and other crisis situations. Complete knowledge of all required computerized systems for data management, communication, and documentation as well as, excellent interpersonal communication skills.

Ability to: ability to communicate effectively with people of varying education and cultural backgrounds, prepare accurate documentation, respond to varied and specific inquiries, remain calm and level-headed under pressure, make quick, effective decisions in crisis situations, and the ability to carry out written and oral instructions. Ability read, write, understand and speak the Standard English language, Ability to constructively work and communicate verbally and in writing with co-workers, other court staff, youth and their families, service providers and general public. Demonstrate sensitivity to professional ethics, gender, cultural diversities and disabilities. Ability to exercise patience, objectivity, maturity, effectiveness under stress, initiative and adaptability. Ability to accept direction and recognize when further assistance is needed, ability to recognize boundaries between job duties and authority. Exercise sound judgment, make informed decisions, apply common sense, carry out instructions and independently problem solve situations that arise and require immediate resolution.

Skill in: first aid; CPR; listening; crisis intervention; mediation; verbal and written communication; observation; mediating differences between residents.

QUALIFICATIONS

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. An example of an acceptable qualification is: High School diploma or GED required. Bachelor's Degree in Criminal Justice or related field a plus.

Ability to document identity and employment eligibility within three (3) days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act requirements.

Possession of a valid Ohio driver's license and a demonstrated safe driving record. Must be eligible to drive under the County Commissioner's Driver/Vehicle Risk Reduction Program.

LICENSURE OR CERTIFICATION REQUIREMENTS

CPR and First Aid Certification; State Motor Vehicle Operators License and proof of insurance.

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

MANAGEMENT APPROVAL

Authorized Court Management Representative

____/____/____
Date

EMPLOYEE UNDERSTANDING

Employee

____/____/____
Date