



Lorain County Domestic Relations Court

Position Description

Classification Title:

FLSA Status: Non-exempt
 Exemption Type: N/A
 Civil Service Status: Unclassified

Control Room Clerk

Employment Status: Full-time
 Reports To: Shift Supervisor
 Division: Residential Services

DISTINGUISHING JOB CHARACTERISTICS

Monitors youth behavior and activity, ensures building security, controls activities and movements within the facility through use of surveillance equipment, electronic door locks, alarms and speaker systems in accordance with established procedures, processes and requirements. Alerts staff of security breaches, youth altercations and other security issues. Responds to law enforcement requests for the Detention Home and Assessment Center.

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.

Admits Detention staff, Court staff, contract personnel, maintenance staff, visitors, and others into the Detention Facility pursuant to policies and procedures.

Answers telephone, takes messages, provides routine information and routes calls. Responds to law enforcement requests for the Detention Home and Assessment Center.

Serves as liaison between Juvenile Department, law enforcement and public. Provides law enforcement with the requested information pertaining to the proper procedures when admitting a juvenile into the Detention Facility. Provides information to the Magistrate on call or intake department regarding newly admitted youth. Reviews juvenile court history and completes the intake admissions form under the direction of a Magistrate.

Notifies parents of hearings. Contacts parents to notify of detention status. Creates and manages resident folders upon admission/hold/release: All documents properly filed under labeled sections.

Maintains communication with other residential staff at shift change to discuss incidences and other issues pertinent to maintaining continued facility security. Monitors juveniles in the dayroom and in their cells by use of audio/visual equipment. Conducts facility wing checks to monitor residents and maintain security at night. Maintains equipment and keys.

Maintains and enforces security procedures and ensures the safety and security of both youth and staff. Monitors visitations and maintains daily activity log of visitor names, juvenile visited and related information. Monitors behavior and physical contact between youth and visitor to maintain detention home security. Maintains daily control room log and counts.

Monitors the fire alarm system and makes the appropriate notification when an alarm is activated. Monitors the emergency weather radio and makes the appropriate notifications when there are weather warnings or advisories. Assists with emergency evacuation procedures (e.g. fire, tornado, etc.). 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.

Performs searches of residents, resident's personal effects, and visitors in accordance with LCDH policies and procedures. Inspects and reports units for contraband, hazards and security problems. Completes all mandatory trainings within required timeframes.

Maintains a professional and polite disposition at all times when dealing with law enforcement, Judges and Magistrates, public, coworkers, court staff, service providers, and other outside agencies. Stays calm and even-tempered when handling crises, stressful situations, continuous change, or unexpected developments. Works effectively in a team environment to accomplish organizational goals.

Must be awake and alert at all times. Demonstrates regular and punctual attendance and arrives prepared to work; meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions. Maintains flexibility in work hours to accommodate the needs of the Court.

OTHER DUTIES AND RESPONSIBILITIES

Performs duties and responsibilities of Juvenile Detention Officer as needed. Serves as team leader in absence of supervisor. Passes out medications in absence of supervisor or medical staff. Performs general cleaning, laundry and other housekeeping tasks.

SCOPE OF SUPERVISION

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

EQUIPMENT OPERATED

Portable radio, metal detector, pepper spray, handcuffs, shackles, mechanical restraints, control room switchboard, washer, dryer, television and other audio/visual equipment, 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. Possible risk of assault and/or exposure to blood, urine or other bodily fluids.

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. 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, beds and other furniture 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 for extended periods.
6. Ability to physically restrain residents under adverse conditions, including ability to manage weights of 75lbs to 200lbs when restraining adolescents.
7. Ability to respond to emergency situations according to LCDH policies and procedures.
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 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 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: read, write and understand the Standard English language; read and interpret instructions furnished in written, oral, diagrammatic, or schedule form; communicate verbally and in writing with co-workers, other court staff, and members of the public in a professional and effective manner; demonstrate sensitivity to professional ethics, gender, cultural diversities and disabilities. Ability to serve the public with diplomacy and respect, including occasional encounters with irate/difficult individuals. Ability to exercise patience, objectivity, maturity, 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 skills, crisis intervention, de-escalation techniques, mediation, and verbal and written communication.

QUALIFICATIONS

High School Diploma or GED required. 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, proof of insurance 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

Ohio Department of Youth Services Training 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