

**SAN BERNARDINO COUNTY  
PROBATION DEPARTMENT PROCEDURE**

**ROLES AND RESPONSIBILITIES OF PROBATION CORRECTIONS SUPERVISORS (PCSI/II)**  
Title 15, Section 1320

**Authority:**

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**Purpose:**

A Probation Corrections Supervisor (PCSI/PCSII) is a leadership and command position over the operations of the entire facility during a shift. Supervisors must assume a proactive role in preventing critical situations as well as responding to such situations when they arise. As such, this procedure establishes the duties and responsibilities of PCSI/Is, at each Juvenile Detention and Assessment Center (JDAC)/Treatment Facility in order to facilitate safe and secure operations. This procedure cannot enumerate each situation a supervisor may face, so critical thinking, crisis management, and problem solving skills are of paramount importance.

**Definitions:**

Esprit de Corps: A feeling of pride, fellowship, and common loyalty shared by the members of a particular group.

**Responsibilities:**

I. Roles & Expectations (PCSI/Is):

A. Supervision of staff:

1. Provide clear directions when, incorporating essential information in a way that is interesting and easy to understand.
2. Engage, confront, and address inappropriate behavior. Promote positive behavior and conduct.
3. Ensure staff devote undivided attention toward youth when they are participating in unit activities.
4. Train on techniques of individual and group counseling, recreational activities and proper use of equipment.
5. Schedule, organize, and direct monthly staff meetings to communicate new and revised policies and procedures, conduct training, discuss programming, and promote communication and teamwork.
6. Train staff in implementation of the department's procedures to ensure consistency, proper compliance, and application.
7. Observe staff for objectivity, fairness, and consistency.
8. PCSIs meet with assigned staff and PCSIIs meet with PCSIs, as consistently as possible, preferably once a week to discuss performance goals, objectives, and daily responsibilities.
9. Evaluate overall professionalism of staff while performing their duties.
10. Ensure compliance with all county, department, and bureau policies and procedures and the law.
11. Create esprit de corps throughout the department, assure the appropriate use of authority by employees in the performance of their duties, and present a professional demeanor.

B. Counseling:

1. Ensure staff incorporate talking to the youth, building relationships, and conducting individual/group counseling.

- C. Treatment Plans:
  - 1. Ensure staff develop and implement treatment plans with attainable goals, while evaluating the youth's receptiveness and progress.
- D. Conduct:
  - 1. Demonstrate professionalism, command presence, and group control when speaking to staff and youth. Listen and respond appropriately to questions, concerns, and complaints.
  - 2. Avoid situations that may be construed as showing favoritism toward any one staff member, youth, or group.
  - 3. Ensure staff do not provide gifts, food/drink, or other special treatment to youth, with the exception of established privileges for youth with good behavior/sufficient points. These privileges shall be consistent with those granted to other youth with the same good behavior/sufficient points. Items provided as a privilege for good behavior shall be purchased through the department budget or trust funds. Staff shall not use personal funds to purchase these items.
  - 4. Ensure staff are on the unit with all gear at start of shift.
  - 5. Acquire and maintain a working knowledge of laws and codes governing the custody and care of juveniles and principles and techniques of employee supervision through assigned training.
  - 6. Maintain a professional relationship and communication with all segments of the department, other agencies, and the public.
- E. Unit Maintenance:
  - 1. Facility sanitation and safety will be the responsibility of all facility staff. PCSIs are responsible, on their assigned shifts, to ensure Facilities Management is informed of all known maintenance issues/concerns and all proper forms are completed and forwarded to the appropriate contacts.
  - 2. Health and safety shall supersede all other aspects of facility concern.
  - 3. Ensure staff complete facility maintenance forms for any repairs that are needed and document requested repairs in the unit's maintenance log. Immediately notify the WC of needed emergency repairs.
- F. Handling Emergencies:
  - 1. Work effectively, utilize sound judgment, and be prepared to handle emergency/crisis situations as they arise.
  - 2. PCSIs inform the WC anytime a youth and/or staff sustain an injury.
- G. Documentation:
  - 1. Each shift, there are inspections that PCSI/Is are required to complete and/or document in CE, which includes, but is not limited to, the following:
    - a. Suicide Observation Status (SOS) Inspection
    - b. Special Program Inspections (ITP/ITW, Admin Separation, etc.)
    - c. Due Process/Consequences
    - d. Room Search Inspection
    - e. Continuity of Education Inspection
- H. JDAC/Treatment Facilities Rounds:
  - 1. PCSIs must conduct, at minimum, two (2) rounds, per shift (AM, PM and 3rd shift), in the JDAC and Treatment Facilities examining safety and security issues which include, but are not limited to:
    - a. Unit Climate (Safety and Security)
    - b. Daily Program
    - c. Kardex
    - d. Maintenance Log
    - e. Room Check Sheets

- f. Special Programs (ITP, Administrative Separation, ITW)
  - g. Consequences
  - h. Grievance Box
2. PCSIIs must conduct, at minimum, one (1) round, per shift (AM, PM and 3rd shift), in the JDACs examining safety and security issues as outlined above for PCSIs.
- I. Safety and Security:
1. It is the responsibility of all supervisors to ensure the safety and security of the JDACs and Treatment Facilities youth, staff, and visitors. Always be aware and alert to their surroundings, any breaches in security, and respond as per applicable procedures.
  2. Ensure that proper safety precautions are taken when external gates are opened.
  3. Ensure staff conduct random weekly mock emergency drills and document in CE (disaster, emergency code, fire, and evacuation includes partial and full evacuation).
  4. Communicate all safety and security concerns, with possible solutions, to applicable chain of command.
  5. Respond and take corrective action in any situation that may compromise the safety and security of the JDACs/Treatment Facilities or program.
  6. The first PCSI on the scene of an incident is considered the Incident Commander (IC).
  7. In the event of a critical incident, PCSIs shall notify the WC/Treatment Facility supervisor to help facilitate the immediate applicable notifications as per Critical Incident Notification (CIN) procedure.
- J. Accountability:
1. Review and explain the Orientation Handbook to PCO's to ensure youth are given clear directives, structure, and expectations. Review the Orientation Book annually. Forward all recommended revisions to PCSII review with the facility Director.
  2. Complete required reports and documentation weekly/monthly.
  3. Supervise and evaluate assigned staff to ensure they are properly observing, confronting, rewarding, and redirecting youth behavior in a manner that maintains the safety, rights, and dignity of staff and youth.
  4. All supervisors ensure the training received by each PCO addresses each duty, action, or skill set outlined in this procedure.
  5. Ensure that staff, when practical, complete Incident Reports (IRs) prior to the completion of their shift. Review IRs for accuracy and evaluate actions taken by staff, and conduct debriefings when necessary.
  6. Evaluate, document, and review the work performance of assigned staff. Hold staff accountable for performance standards by providing ongoing discussions regarding unsatisfactory performance factors and keep staff apprised of positive aspects of their performance. Complete all work performance evaluations in accordance with MOU and provide ongoing feedback to subordinates.
    - a. WPEs shall address specific strengths and weakness in meeting these responsibilities.
    - b. Work Performance Improvement Plans (WPIPs) shall address continual deficiencies in skills resulting in below average performance of duties.
    - c. Complete Work Performance Evaluations (WPEs) in a timely manner.
  7. Ensure staff complies with dress code procedure and has the ability to fulfill their duties (EAP, Peer Support, and Training Remediation).
  8. Ensure staff complies with all county/Department policies and procedures, and the law.

**Guidelines:**

- A. When there is no specific rank stated, both are accountable for the responsibility discussed.
- B. This procedure articulates several specific position/rank roles, responsibilities, expectations, and references to numerous department policies/procedures that consistently evolve as per the needs of the department. Therefore, as per department "1. Policy," employees are responsible for reading and understanding each policy/procedure that are related to this procedure and shall perform their duties and tasks in compliance with them.
- C. In the event a regular status PCSI is not available to work, a PCO may be utilized as an Acting PCSI. The selection process for a PCO to be an Acting PCSI is as follows:
  1. Probation Corrections Officers (PCOs), who have completed their probationary period, may submit a written request to their immediate supervisor for consideration to perform the duties of an Acting PCSI.
  2. PCSI/IIIs may also make a recommendation for a PCO to be placed on the Acting PCSI list.
  3. All requests and recommendations will be considered during a combined PCSI/PCSII meeting. When a consensus is reached among the supervisors, the name(s) of the PCO(s) will be forwarded to the Division Director I/II for final approval.
  4. Once approval is received the PCO will be added to the Acting PCSI list.

**Inspections:**

Refer to the Policy and Procedure Inspection Matrix.

**Foundation:**

Minimum Standards for Juvenile Facilities, Title 15, Section 1320

**References:**

Policy:

1. Policy

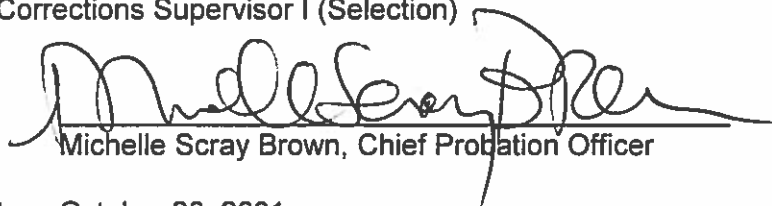
Procedure:

Critical Incident Notification

**Replaces:**

Acting Probation Corrections Supervisor I (Selection)

Issued by:

  
Michelle Scray Brown, Chief Probation Officer

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Date

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