

Position            Shift Manager  
Department        Juvenile Detention Center  
Supervisor        Facility Director  
Supervises        Resident Advisors  
FLSA Status       Non-Exempt

**Position Summary:**

The Shift Manager supervises and monitors all Resident activities in order to ensure Resident schedules are met, and assumes the responsibility for the entire Facility operations in the absences of Administrative Staff.

**Significant Responsible Areas:**

- Provides safety and security to the Residents,
- Supervises the security of each shift.
- Coordinates across shift to maintain the continuum of care
- Assists program team in Residents treatment plan goals and objectives.
- Evaluates his shift monthly and assess shift for completion of goals and objectives
- Assists the director with a staff schedule for his shift
- Performs related administrative duties as assigned
- Inventories and requisitions security equipment and supplies
- Documents shift activities daily
- Performs shift briefing for oncoming shift
- Assigns Residents consequences for negative behavior
- Supervises Residents in off-campus activities, as assigned
- Reviews and evaluates subordinates incident reports at the conclusion of his shift
- Maintains all Resident counts for his shift
- Monitors the Resident Advisor staff duties
- Reviews and approves or denies all Resident admissions and releases
- Notifies Director or his/her designee in the event of an emergency and serves as “in Charge Administrator” in the event of an emergency (fire, tornado, bomb threat, natural disaster, riot, disturbance, hostage situation, escape, emergency medical treatment for an injury, etc.)
- Monitors all “use of force” reports on his shift to provide the safe and humane treatment of Residents
- Approves all use of restraints on his shift to provide the safe and humane treatment of Residents
- Monitors all Resident search forms to provide the safe and humane treatment of Residents
- Approves all Residents placed in special management
- Coordinates with programs staff in scheduling activities
- Conducts staff performance reviews for subordinate staff
- Serves as relief staff, as needed
- Performs other duties as assigned.

**Requirements:**

- Valid Oklahoma State driver’s license preferred
- Able to work flexible hours
- At least 21 years of age

**Education Requirements:**

- High school diploma or equivalent required
- Associate degree (in related field) is preferred

**Relevant Experience:**

- Two years institutional experience in detention, residential, or in-patient juvenile care
- Two years of supervisory or administrative experience

**Behavior Dimensions:**

***Communications:***

Oral	Verbal – Must be able to utilize verbal communication to effectively convey ideas and information to Facility Staff and Residents Nonverbal – Must have appropriate eye contact, body language, and gestures while communicating with others.
Written	Must be able to correctly prepare forms and reports in correct grammatical form
Presentation	Must be able to present information to subordinates on his shift, Residents, and Facility Staff
Listening	Must be able to respond to statements of others and clarify questions to ensure persons that they have been heard

***Leadership:***

Vision	Must be able to see the needs of the Staff and Residents of his shift and take action based upon those needs
Empowerment	Must be able to enable others to act by providing clear direction and be available for assistance
Influencing Individuals	Must be able to utilize appropriate interpersonal styles in directing subordinates and Residents
Team Work	Must be able to utilize appropriate interpersonal skills to facilitate a cooperative team process within his shift, as well as the facility
Coaching	Must be able to provide subordinate staff and Residents with positive feedback on performance or behavior, in order to encourage them to improve their performance or behavior

***Decision Making:***

Analysis	Must be able to identify issues pertaining to the housing unit and facility while recognizing relationships between issues
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Innovations	Must be able to review information presented and develop creative solutions
Decisiveness	Must be able to review problem situations, make appropriate decisions, and implement the solution in a timely manner
Judgment	Must be able to consider alternative solutions and select alternative courses of action

***Interpersonal Skills:***

Sensitivity	Must honor the rights and privileges of Facility Staff, Residents, and visitors
Conflict Resolution	Must be able to recognize differences of opinion, bring them out in the open for discussion, look for a win-win solution, and bring all parties to an agreement on a solution
Diversity Awareness	Must be able to show respect for all people regardless of their race, gender, disability, lifestyle, or viewpoint
Relationships	Must be able to establish friendly, long term relationships with others and demonstrate concern for others

***Personal Motivation:***

Adaptability	Must be able to work effectively in varied situations, with a minimum of loss of productivity and confusion
Initiative	Must be able to initiate, develop, and propose projects and request additional responsibilities
Integrity	Must possess a high level of personal and societal values, as well as be honest and trustworthy
Tenacity	Must follow through on projects and complete work in spite of complications or setbacks
Stress Tolerance	Must perform under conditions where pressure, resistance, or opposition make work situations difficult, and must remain productive in times of crises or critical events
Physical Fitness	Must be physically capable of performing the demands of the position
Mental Fitness	Must be psychologically capable of handling the responsibilities of the position
Career Focus	Must possess a commitment to the profession of helping troubled youth

***Proficiencies:***

Job Knowledge	Must know what is expected of the position
Professional Knowledge	Must possess knowledge of the techniques utilized in rehabilitation of troubled youth

**Management:**

Planning	Must be able to set short and long term goals for his shift and define specific objectives that support the goals for his shift
Organizing	Must allocate specific tasks to staff in order to accomplish the goals and objectives defined and effectively utilize subordinates, facilities, equipment, and capital.
Delegating	Must be able to assign decision making and work functions to subordinates in an appropriate manner
Supervision	Must monitor subordinates work, and provide constructive feedback.
Follow-Up	Must check assigned work to assure task is completed in a satisfactory manner
Quality Focused	Must strive to continually enhance and improve the operation of his shift

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Employee's Signature

Date

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Supervisor's Signature

Date