



# Employee Work Profile

<b>PART I – Position Identification Information</b>	
1. Employee's Name <b>AND</b> Position Number:	2. Agency Name & Code: <b>Department of Juvenile Justice 777</b>
3. Work Location/Code:	4. Division/Unit:
5. Role Title & Code: Security Officer III/69113	6. Pay Band: 3/8
7. Work Title: Security Specialist	8. Former Classification Title & Code: Juvenile Corr. Officer/72232
9. EEO Code: D	10. FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
11. Supervisor's Position Number: Security Coordinator	12. Supervisor's Work Title:
13. Performance Cycle:      through Date Written:	15. <input checked="" type="checkbox"/> Original EWP for this cycle (Date) _ <input type="checkbox"/> Revised EWP for this cycle (Date) _____ <input type="checkbox"/> Re-evaluation EWP (Date) _____
14. Position Subject to Economic Interest? <input type="checkbox"/> Yes <input type="checkbox"/> No	

<b>PART II – Work Description &amp; Performance Plan</b>	
<p><b>16. Organizational Objective:</b> To protect the public through a balanced approach of comprehensive services that prevent and reduce juvenile delinquency through partnerships with families, schools, communities, law enforcement and other agencies, while providing the opportunity for delinquent youth to develop into responsible and productive citizens.</p>	<p><b>17. Position Objective:</b> Implement best practices in supervision and security of juveniles in a correctional setting, to provide residents and staff with a safe living/work environment conducive to growth and change.</p>
<p><b>18. Knowledge, Skills, Abilities and/or Competencies:</b> Knowledge of safety, security, and crisis intervention practices. Ability to use appropriate restraint methods, operate security tools and equipment, and administer first aid. Ability to supervise and work with juvenile offenders while serving as a positive role model. Demonstrated ability to effectively communicate with the public, staff, and juveniles; to maintain records and documentation and prepare reports; and to quickly assess situations and take appropriate action.</p>	
<p><b>19. Education, Experience, Licensure, Certification:</b> High School graduate or equivalent. Must possess a valid driver's license by time of employment. Must complete Department of Juvenile Justice's mandated training and certifications. Some experience working with juveniles or working in a secure residential setting is preferred.</p>	

%	20. Core Responsibilities	21. Measures for Core Responsibilities
35%	<b>A. Facility Security</b>	<ul style="list-style-type: none"> <li>• Monitors daily activities of assigned post and ensures security and safety requirements are met.</li> <li>• Attends scheduled meetings, including pre-shift briefings (musters).</li> <li>• Controls access of individuals and materials on assigned post to designated areas through appropriate identification and search procedures so that no unauthorized person or contraband is allowed entry or exit without authorization and supervision.</li> <li>• Operates communication systems (e.g., radio, intercom, telephone, touch screens), according to established procedure, issues and receives equipment and keys.</li> <li>• Oversees the sign-in and sign-out process.</li> <li>• Supervises or monitors residents during specified activities and work programs, as required.</li> <li>• Conducts control center duties, as required (See additional evaluation factors).</li> <li>• Participates in transporting, as directed and according to established procedures (See additional evaluation factors).</li> </ul>
35%	<b>B. Searches and Inspections</b>	<ul style="list-style-type: none"> <li>• Conducts inspections and searches of common physical areas (e.g., school, dining hall) and perimeters in accordance with procedures to ensure that security, public safety, and a healthy environment is maintained.</li> <li>• According to an established schedule, conducts security/safety checks of institution doors, windows, locks, fire alarms, etc. to ensure they are in good working order and are in compliance with procedures.</li> <li>• Conducts inspections and searches of visitors, staff, residents, and other incoming property or equipment in accordance with procedures to ensure that security, public safety, and a healthy environment is maintained.</li> </ul>
10%	<b>C. Incident and Emergency Response</b>	<ul style="list-style-type: none"> <li>• Intervenes in/assists with security/safety incidents and emergencies promptly as outlined in established procedures, using appropriate techniques.</li> <li>• Immediately intervenes in behavioral crisis situations to ensure safety through the use of approved intervention/de-escalation strategies and techniques.</li> <li>• Intervenes in/assists with security/safety emergencies promptly, in accordance with procedure and training.</li> <li>• Notifies on-duty supervisor immediately of all incidents that occur that are not considered normal, routine operations.</li> <li>• Immediately notifies on-duty supervisor of unsafe conditions, documenting in accordance with procedure, and taking corrective action, when possible.</li> <li>• Notifies the on-duty supervisor immediately of situations, events, property, or equipment that poses a risk to life, health, or safety.</li> </ul>
10%	<b>D. Administrative / Documentation</b>	<ul style="list-style-type: none"> <li>• Completes and maintains logs and forms.</li> <li>• Reviews and acknowledges (i.e., signs) understanding of post orders.</li> <li>• Reviews and makes appropriate entries into security related logs and provides other record of security issues, as required.</li> <li>• Records deficiencies and other findings from inspections, searches, checks, and observed incidents.</li> <li>• Documents and reports observed resident behavior to appropriate residential staff, with comments on notable resident positive or negative behaviors.</li> <li>• Completes required documents and reports in a timely manner, according to procedures.</li> <li>• Ensures a safe and healthy work environment through compliance with all safety procedures and practices.</li> </ul>

		<ul style="list-style-type: none"> <li>• Complies with tool/key control procedures.</li> <li>• Accurately maintains and monitors inventory of assigned equipment and supplies.</li> <li>• Seeks prior approval from supervisor, in accordance with procedure, for any changes to the established work schedule, including the use of leave, late arrivals and/or early departures.</li> <li>• Reports to work and training as scheduled, with no unexcused absences and no more than 3 unexcused late arrivals during the performance cycle.</li> <li>• Ensures workspace is clean and free of clutter.</li> <li>• Completes all administrative and program documentation (such as time sheets, leave forms, incident reports, logbook entries, various forms, etc.) legibly, completely, timely, and accurately.</li> <li>• Maintains a positive attitude, strong work ethic, and promotes the mission of the agency.</li> <li>• Promotes a comfortable and supportive work environment for all staff and residents.</li> <li>• Responds to emails, phone calls, and other requests in a prompt and professional manner.</li> </ul>
10%	E. Agency Values	<p>Displays appearance, behavior, demeanor, character, and communication of a professional, and represents/portrays the unit and agency in a manner consistent with the values of the agency, and performs other duties as assigned in support of the mission and values of the agency.</p> <ul style="list-style-type: none"> <li>• <b>Knowledge:</b> We stay on the cutting edge of effective juvenile justice by keeping abreast of facts, information, data and best practices as they become available. To achieve the agency’s mission, we apply this knowledge with competence according to laws, regulations, policies and procedures. The youth, families and communities we work with are our first priority.</li> <li>• <b>Professionalism:</b> As representatives and ambassadors of DJJ, we always adhere to our standards of conduct by behaving responsibly, appropriately, and with discipline.</li> <li>• <b>Respect:</b> We treat everyone equitably and impartially, recognizing the diversity of individuals and their viewpoints. We are aware of body language, tone and words during our conversations. We acknowledge the issues of others and always strive for a clear solution. The “Golden Rule” is standard operating procedure: Treat others the way you wish to be treated.</li> <li>• <b>Integrity:</b> We are honest, truthful and non-judgmental in all our professional interactions. We follow policy and procedures and accept responsibility for our actions. Our decisions are ethical and always honor confidentiality.</li> <li>• <b>Dedication:</b> We are fully committed to fulfilling the agency’s mission. We serve as ambassadors of the agency, representing it with loyalty, enthusiasm, and perseverance. We can see the “big picture,” and routinely make personal sacrifices for the good of the agency. We play as a team.</li> <li>• <b>Effective Communication:</b> We are good listeners. When we communicate with our clients, courts, customers and colleagues, we do so clearly and concisely in a timely manner. Our communications are respectful, accurate, constructive, candid and relevant, offering well-considered solutions.</li> </ul>

<b>22. Special Assignments</b>	<b>23. Measures for Special Assignments</b>
G. In support of Governor’s Executive Order 44, may be required to assist the agency or state government generally in the event of an	

emergency declaration by the Governor.	
<b>24. Additional Evaluation Factors</b>	<b>25. Measures for Additional Evaluation Factors</b>
Control Center	<ul style="list-style-type: none"> <li>• Operates control center staff and resident movement</li> <li>• Monitors contractors</li> <li>• Answers phones</li> <li>• Processes keys</li> <li>• Processes visitors, making appropriate notifications</li> <li>• Monitors cameras and intercoms, responding to requests or providing assistance and initiating routine and emergency reactions to incidents</li> <li>• Issues radios and other equipment</li> <li>• Makes announcements for facility movements</li> <li>• Initiates and conducts radio checks</li> <li>• Performs count office duties</li> <li>• Adheres to the post order</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Conducts vehicle inspections and searches prior to use and immediately reports any deficiencies</li> <li>• Safely operates vehicle in accordance with applicable laws and procedures</li> <li>• Ensures that all passengers are secured</li> <li>• Coordinates with medical staff and Security Coordinator</li> <li>• Interacts with the public in a professional and courteous manner</li> <li>• Adheres to the post order</li> </ul>

**Performance Factors:**

The following performance factors should be considered and wherever possible, incorporated into the Core Responsibilities and the Performance Measures.

- **Interpersonal Relations** – The extent to which the employee establishes effective working relationships when dealing with supervisors, co-workers, public officials and the general public.
- **Communications** – The extent to which the employee effectively expresses ideas orally or in writing as required to perform the job.
- **Attendance/Punctuality** – The extent to which attendance and/or punctuality support performance at the expected level.
- **Safety** – The extent to which the employee follows established safety practices and corrects the unsafe work practices on the job.
- **Planning/Analytical Skills/Decision Making** – The extent to which the employee demonstrates the skills to analyze and solve problems. This refers to the gathering of information, anticipation of problems, investigation of the validity of information, weighing of consequences, and soundness of decisions.

<b>PART III – Employee Development Plan</b>	
<b>Performance Cycle Goals</b>	
<b>26. Personal Learning Goals</b> Must complete 40.0 hours of in-service training including but not limited to Handle with Care, CPR and First Aid.	<b>27. Learning Steps/Resource Needs</b> (Skills/experience which will enhance performance in the role) At the end of the performance cycle, will have successfully completed all training classes, on-the-job training, training course work, and training activities as related to the direct care of incarcerated juveniles.

<b>PART IV – Review of Work Description/Performance Plan</b>
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<b>28. Employee's Comments:</b>	Signature*	Date:
	Print Name:	
	<b>Position No.:</b>	
* Employee's signature indicates that the Employee Work Profile has been shared with the employee.		
<b>29. Supervisor's Comments</b>	Signature*	Date:
	Print Name:	
	<b>Position No.:</b>	
<b>30. Reviewer's Comments:</b>	Signature*	Date:
	Print Name:	
	<b>Position No.:</b>	



Appendix C

# EMPLOYEE WORK PROFILE PERFORMANCE EVALUATION

The following pages are printed separate from the remainder of the EWP because they contain confidential employee information.

DATE: 10/25/12

CHECK HERE IF THIS IS AN INTERIM EVALUATION.

<b>PART VI – Position Identification Information</b>	
31. Employee Name and Position Number:	32. Agency Name & Code; Division/Department:
33. Role Title and Code: Security Officer III	34. Employee ID Number:

<b>PART VII – Performance Evaluation</b>	
35. Core Responsibilities - Rating Earned	36. Core Responsibilities - Comments on Results Achieved
<b>A.</b> <input type="checkbox"/> Extraordinary Contributor <input type="checkbox"/> Major Contributor <input type="checkbox"/> Contributor <input type="checkbox"/> Marginal Contributor <input type="checkbox"/> Below Contributor	
<b>B.</b> <input type="checkbox"/> Extraordinary Contributor <input type="checkbox"/> Major Contributor <input type="checkbox"/> Contributor <input type="checkbox"/> Marginal Contributor <input type="checkbox"/> Below Contributor	
<b>C.</b> <input type="checkbox"/> Extraordinary Contributor <input type="checkbox"/> Major Contributor <input type="checkbox"/> Contributor <input type="checkbox"/> Marginal Contributor <input type="checkbox"/> Below Contributor	
<b>D.</b> <input type="checkbox"/> Extraordinary Contributor <input type="checkbox"/> Major Contributor <input type="checkbox"/> Contributor <input type="checkbox"/> Marginal Contributor <input type="checkbox"/> Below Contributor	
<b>E.</b> <input type="checkbox"/> Extraordinary Contributor <input type="checkbox"/> Major Contributor <input type="checkbox"/> Contributor <input type="checkbox"/> Marginal Contributor <input type="checkbox"/> Below Contributor	

<b>F.</b> <input type="checkbox"/> Extraordinary Contributor <input type="checkbox"/> Major Contributor <input type="checkbox"/> Contributor <input type="checkbox"/> Marginal Contributor <input type="checkbox"/> Below Contributor	
<b>37. Special Assignments - Rating Earned</b>	<b>38. Special Assignments - Comments on Results Achieved</b>
<b>G.</b> <input type="checkbox"/> Extraordinary Contributor <input type="checkbox"/> Major Contributor <input type="checkbox"/> Contributor <input type="checkbox"/> Marginal Contributor <input type="checkbox"/> Below Contributor	
<b>H.</b> <input type="checkbox"/> Extraordinary Contributor <input type="checkbox"/> Major Contributor <input type="checkbox"/> Contributor <input type="checkbox"/> Marginal Contributor <input type="checkbox"/> Below Contributor	
<b>39. Other significant results for the performance cycle:</b>	

<b>Part VIII – Employee Development Results</b>
<b>40. Year-end Learning Accomplishments:</b>

## Part IX - Overall Results Assessment and Rating Earned

An employee must receive at least one Performance Management Need Improvement/Substandard Performance form during the performance cycle in order to be eligible for an overall "Below Contributor" rating during the same performance cycle.

An employee who earns an overall rating of "Below Contributor" must be reviewed again within three months.

An employee must receive at least one Acknowledgment of Extraordinary Contribution form during the performance cycle in order to be eligible for an overall "Extraordinary Contributor" rating during the same performance cycle. However, the receipt of an Acknowledgment of Extraordinary Contribution form does not guarantee an overall performance rating of "Extraordinary Contributor" for that performance cycle.

**Although DJJ has the additional two ratings of "Major Contributor" and "Marginal Contributor", the Department of Human Resource Management (DHRM) only allows for three ratings. If an employee is rated overall with either of these ratings, the rating will be entered into the DHRM database as "Contributor".**

**Extraordinary Contributor**

Performance is characterized by exemplary accomplishments throughout the performance cycle. Performance consistently surpasses the criteria of the job function. Employee must have ratings of "Extraordinary Contributor" on at least 70% of all core responsibilities and must not have a "Marginal Contributor" or "Below Contributor" rating on any core responsibilities. An employee receiving an overall rating of "Extraordinary Contributor" must have received at least one Acknowledgment of Extraordinary Contribution form during the performance cycle.

**Major Contributor**

Performance is characterized by strong execution of basic job duties, accented by numerous extra efforts which exceed basic job requirements. Employee must have ratings of "Major Contributor" or above on at least 50% of all core responsibilities and no rating of "Marginal Contributor" or "Below Contributor" rating on core responsibilities.

**Contributor**

Performance is characterized by work that is at or above the performance standards by achieving the criteria of the job function throughout the performance cycle. Employees at this level are achieving the core responsibilities and performance measures as outlined by the supervisor.

**Marginal Contributor**

Performance is characterized by marginal job accomplishments and not quite at the "Contributor" level, but demonstrating the capability to improve with additional training.

**Below Contributor**

Performance is characterized by work that fails to meet the criteria of the job function. An employee who receives an overall performance rating of "Below Contributor" must have an action plan developed by the supervisor. This plan should outline the minimum performance expectations. The employee's performance will be re-evaluated after 3 months.

## Part X - Review of Performance Evaluation

41. Supervisor's Comments:	Signature:  Print Name:  <b>Position No.:</b>	Date:
42. Reviewer's Comments:	Signature:  Print Name:  <b>Position No.:</b>	Date:
43. Employee's Comments:	Signature:  Print Name:  <b>Position No.:</b>	Date: