



Employee Work Profile

| PART I – Position Identification Information | |
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| 1. Employee's Name AND Position Number: | 2. Agency Name & Code: Department of Juvenile Justice, 777 |
| 3. Work Location / Code: | 4. Division / Unit: Division of Operations |
| 5. Role Title & Code: Security Manager II, 69116 | 6. Pay Band / Sub-Band: 5 / 12 |
| 7. Work Title: Operations Manager | 8. Former Classification Title & Code: Institution Manager, 72171 |
| 9. EEO Code: A | 10. FLSA Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt |
| 11. Supervisor's Position Number AND Work Title: Assistant Superintendent | 12. Employee is designated as: <input checked="" type="checkbox"/> Essential <input type="checkbox"/> Non-essential |
| 13. Performance Cycle: 10/25/14 through 10/24/15 Date Written: 01/08/15 | 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 checked="" type="checkbox"/> No | |

| PART II – Work Description & Performance Plan | |
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| 16. Organizational Objective: The Virginia Department of Juvenile Justice (DJJ) protects the public by preparing court-involved youth to be successful citizens. DJJ is committed to excellence in public safety by providing effective interventions that improve the lives of youth, strengthening both families and communities within the Commonwealth. | 17. Position Objective: Supervises, coordinates, and directs security and support operations to include food service, maintenance, and facility and perimeter security. Ensures the effective implementation of supervision, security, and treatment best practices to provide residents with a safe living environment conducive to growth and change. |

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| 18. Knowledge, Skills, Abilities, and/or Competencies: Extensive knowledge of the principles, techniques, and practices of security and management of support operations in a secure residential setting. Demonstrated ability to work independently; to effectively plan, organize, and supervise staff; and to effectively communicate orally and in writing. Demonstrated ability to review and evaluate records and reports and to guide the security and support functions. Skilled in conflict resolution and in the use of verbal intervention techniques. Considerable knowledge of supervisory techniques, performance management, employee development, and security procedures; considerable knowledge of security and operation requirements in a secure residential setting. Demonstrated ability to apply security practices and procedures; coach and mentor staff; and coordinate with multi-disciplinary team members. | | |
| 19. Education, Experience, Licensure, and/or Certification: High school graduate or equivalent required, with college, post-high school education, or equivalent experience preferred. Degree or coursework in criminal justice, social science, or public administration preferred. Must successfully complete Department of Juvenile Justice mandated training and certifications. Considerable experience supervising or operating a secure/ residential setting required. Extensive staff supervisory experience required. Must have valid driver's license by time of employment. | | |
| % | 20. Core Responsibilities | 21. Measures for Core Responsibilities |
| 20% | A. Human Resource Management | <ul style="list-style-type: none"> Supervises the security managers, food service manager, and buildings and grounds superintendent. Expectations are clear, well communicated, and relate to mission, vision and goals of the department; staff receive constructive informal and formal documented feedback in a timely manner; requirements of performance planning and evaluation are met within established deadlines and with proper documentation; and employee |

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| | | <p>development is encouraged and fostered.</p> <ul style="list-style-type: none"> • Serves as role model and mentor to staff, to include conducting on-the-job training. • Acknowledges and rewards positive staff performance, and documents and implements immediate corrections to identified deficiencies. • Interviewing, selection and hiring of employees is conducted in accordance with policy and law; employees are oriented and trained to effectively accomplish their work. • Other human resource practices are administered in accordance with policies and laws. Appropriately monitors and reports timekeeping and leave records and ensures appropriate notification of new hires, separating employees, and employees on extended leave or suspensions. Ensures that disciplinary actions are properly documented and reviewed. • Ensures that employees are trained in safety procedures and fosters a safe work environment. Works cooperatively and effectively with Human Resources and third party administrators (UNUM, Workers' Compensation Commission, etc.) to identify appropriate job modifications and to promote safe and prompt return-to-work actions for subordinate employees. • Ensures appropriate and permissible use of computer equipment, telecommunications, networks, and automated systems; maintains confidentiality of database information. • Effectively adheres to procurement procedures. • Effectively manages costs for overtime, wage employment, and contractual services by maximizing use of resources, scheduling effectively, and delegating and distributing workloads appropriately. • Appropriately inventories and uses DJJ and Commonwealth equipment in a safe manner ensuring proper and routine maintenance services maximize the life of the equipment. |
| 30% | B. Management of Security Functions | <ul style="list-style-type: none"> • Manages facility operations, including entry and exit, transportation, facility movement, perimeter security, control centers, and support services. • Serves as a liaison between Community Operations, Division of Education, Health Services, and Behavioral Services Unit in the scheduling and coordination of activities and services in accordance with security requirements. • Serves as an administrator on duty and on call as assigned, to include submitting reports of incidents and unsafe conditions and taking actions in accordance with procedures. • Ensures staff is knowledgeable of and adheres to all state and federal regulations (e.g., OSHA, PREA), Standard Operating Procedures, and post orders. • Reviews documentation and reports, including inspections and logbooks to ensure compliance with SOP and regulatory requirements. • Ensures reports and correspondences are completed accurately and submitted as required by procedure. • Approves staff schedules to ensure that posts are adequately staffed. • Conducts monthly meetings with supervisees and documents agenda and minutes. • Intervenes in/assists with security/safety emergencies promptly, in accordance with procedure and training. • Ensures a safe and healthy work environment through compliance with all safety procedures and practices. • Disseminates and interprets policies and procedures. |

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| 15% | C. Management of Buildings and Grounds Functions | <ul style="list-style-type: none"> • Verifies physical plant and grounds inspections are conducted and documented, through regular (i.e. weekly) rounds, to ensure a good state of repair and compliance with life, health, safety and sanitation regulations and procedures. When required, ensures corrective action is taken. • Ensures that contracted services are secured in accordance with procurement guidelines. • Coordinates with the facility Business Manager and the B&G Superintendent on procurement related to physical plant and grounds. • Monitors maintenance services to ensure work orders are completed within established requirements. |
| 15% | D. Management of Food Service Functions | <ul style="list-style-type: none"> • Ensures well-balanced meals are prepared and served in accordance with regulations and procedures and with the facility schedule. • Ensures appropriate documentation is maintained regarding food service operations as required by Federal, State and department regulations and procedures. • Monitors food operations to ensure compliance with security, sanitation, and health standards. |
| 10% | E. Administrative / Documentation | <ul style="list-style-type: none"> • Drafts, reviews, implements, and evaluates policies/procedures and post orders. • Completes or monitors all administrative documentation (such as time sheets, leave forms, incident reports, etc.) and ensures it is legible, timely, and accurate. • 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. • Promotes a comfortable and supportive work environment for all staff and residents. • Responds to emails, phone calls, and other requests in a prompt and professional manner. • Demonstrates effective listening and empathic responses in all interactions. • Demonstrates clear, effective, and purposeful oral and written communications with residents, supervisors, and peers. • Serves as a positive role model to the residents and staff. • Conducts investigations and writes reports describing findings. • Completes assigned reports in a clear and concise manner within established time frames. • Monitors assigned facility certification, audit, and inspection processes (e.g., certification reviews, monitoring visits, sanitation inspections, safety – fire – OSHA reviews, security audits, etc.) • Develops procedures, policies, and action plans to ensure compliance with assigned certification, audit, or inspection requirements including periodic self-audits. |
| 10% | F. 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.</p> <ul style="list-style-type: none"> • Knowledge: 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. • Professionalism: As representatives and ambassadors of DJJ, we always adhere to our standards of conduct by behaving responsibly, appropriately, and with discipline. |

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| | | <ul style="list-style-type: none">• Respect: 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.• Integrity: 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.• Dedication: 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.• Effective Communication: 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. |
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| 22. Special Assignments | 23. Measures for Special Assignments |
| 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. | • |
| 24. Additional Evaluation Factors | 25. Measures for Additional Evaluation Factors |
| H. | • |

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| <p>Performance Factors:</p> <p>The following performance factors should be considered and wherever possible, incorporated into the Core Responsibilities and the Performance Measures.</p> <ul style="list-style-type: none"> ▪ 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. |
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| PART III – Employee Development Plan | |
| Performance Cycle Goals | |
| 26. Personal Learning Goals | 27. Learning Steps/Resource Needs (Skills/experience which will enhance performance in the role) <ul style="list-style-type: none"> • Completes and complies with all training and certification requirements in accordance with State, DCJS and DJJ mandates, and Regulations (Standards). Complies with established In-house training by arranging for training participation or enrolling in training classes as required. |

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

PART V – Physical/Cognitive Requirements

Indicate by each element an E = Essential, M = Marginal, or N/A

Physical Demands and Activities:

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|------------------|------------|----------|----------|----------|----------|----------|-------------------|------------|
| Light lifting | <20 lbs. | <u>E</u> | Standing | <u>E</u> | Bending | <u>E</u> | Walking | <u>E</u> |
| Moderate lifting | 20-50 lbs. | <u>E</u> | Sitting | <u>M</u> | Reaching | <u>M</u> | Climbing | <u>M</u> |
| Heavy lifting | >50 lbs. | <u>M</u> | | | | | Repetitive motion | <u>N/A</u> |
| Pushing/pulling | | <u>M</u> | Other | _____ | | | | |

Emotional Demands:

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|------------------------------|----------|-----------|-------|
| Fast pace | <u>E</u> | Avg. pace | _____ |
| Multiple priorities | <u>E</u> | | |
| Intense customer interaction | <u>E</u> | | |
| Multiple stimuli | <u>E</u> | | |
| Frequent change | <u>E</u> | | |
| Few stimuli or routine | _____ | | |

Mental/Sensory Demands:

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|-----------------------|----------|-----------|----------|-----------|----------|
| Hearing | <u>E</u> | Memory | <u>E</u> | Analyzing | <u>E</u> |
| Reading | <u>E</u> | Reasoning | <u>E</u> | | |
| Written communication | <u>E</u> | | | | |
| Oral communication | <u>E</u> | | | | |
| Other | _____ | | | | |

Employee Self-Evaluation PREA Questions

1. Have you ever engaged in sexual abuse in a prison, jail, lockup, community confinement facility, juvenile facility, or other institution? Do not provide information on expunged cases.

Yes No

2. Have you ever been convicted of engaging or attempting to engage in sexual activity in the community by force, threat of force, or coercion, when the person did not consent, including cases when the person was unable to consent? Do not provide information on expunged cases.

Yes No

3. Have you had a non-criminal hearing to determine whether you have engaged or attempted to engage in sexual activity in the community by force, threat of force, or coercion, when the person did not consent, including cases when the person was unable to consent? If yes, what was the outcome?

Yes No

4. Have you been accused of or investigated for sexual harassment? If yes, what was the outcome?

Yes No

Employee's signature / date

Supervisor's signature / date