

**SEPTA Correctional Facility  
JOB DESCRIPTION**

**Position:** **Resident Monitor, Part -time, On-Call**

**Reporting Relationships:** Reports to Resident Supervisor

**Work Schedule:** Must be available for short notice call-in, works sick leave and vacation relief for corrections staff. May fill in, if needed for transportation staff.

**Minimum Qualifications**

High school diploma or equivalent. Possession of a valid Ohio Driver's License and good driving record. Background or training in corrections, law enforcement fire or emergency medical services preferred.

**Specialized Skills and Knowledge**

Ability to supervise others.  
Ability to communicate instructions.  
Knowledge of safety practices and procedures.  
Ability to work under stressful conditions.  
Ability to maintain records and prepare routine reports.  
Ability to develop and maintain effective working relationships with residents, associates, supervisors and the general public.  
Ability to recognize abnormal conditions and take appropriate action.  
Skills in oral and written communications.  
Skills in problem resolution/decision making.  
Ability to take a team approach in all activities  
Knowledge of human relations  
Knowledge of and ability to use various computer programs including word processing, spreadsheets, and databases.

**SUMMARY OF DUTIES AND RESPONSIBILITIES**

**ESSENTIAL FUNCTIONS**

1. Must be able to communicate orally to direct resident activities, to report problems to supervisor, to facilitate coordination with other staff and to interact positively with residents, staff and the general public.
2. Must be able to communicate in writing to produce written reports, to assist in preparation of standard operating procedures and policies, and to maintain logs and records.
3. Must be able to use a computer to effectively utilize word processing, spreadsheet,

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database, electronic mail, and photographic processing software

4. Must be able to physically intervene in confrontations involving residents to prevent injury to residents or others.
5. Must be able to stand and walk for extended periods of time to monitor activities in the facility and on the facility grounds, to perform routine fire and safety inspections, and to oversee resident work details in the facility and on the grounds. Must be able to provide quick response to emergency situations in the facility and on facility grounds.
6. Must be able to operate facility vehicles to perform transports of residents as required.
7. In absence of a Resident Supervisor on a shift, will assure Operations Manager, Executive Director and Program Manager are aware of all critical information regarding facility operations.
8. Must be able to perform operational duties including but not limited to:
  - a. Contacts leaving shift regarding any pending activities.
  - b. When coming on duty, reviews activities of previous shifts to be knowledgeable of facility activities.
  - c. Reviews mail from facility electronic mail system on every work shift to be knowledgeable of facility activities.
  - d. Periodically during shift, tours facility and grounds to note any problem areas and takes appropriate corrective action.
  - e. Makes log entries in the daily log as needed.
  - f. Completes shift reports and documentation for resident files accurately on a daily basis.
  - g. Signs residents in and out of the facility for out-of-facility activities (work release, hospital, etc.).
  - h. Performs security counts.
  - i. Performs isolation cell operations, including segregation/detention checks, as per policy.
  - j. Monitors residents on a continual basis and investigates unusual situations or activities.
  - k. Periodically during shift, tours facility to interact with residents. Will observe residents during meals, recreation periods, and in group/classes. Will report any unusual behaviors noted (for example, crying, unusual quietness, etc.) to counseling staff.
  - l. Conducts searches for contraband routinely; participates in shakedown of facility as required.
  - m. Performs strip searches and pat downs of residents.
  - n. Oversees visitation assuring procedures are followed.
  - o. Takes urine/breath samples. Fingerprints residents/staff.
  - p. Provides residents access to medications as per policies.
  - q. Takes appropriate action in regard to any emergency situations and contacts

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- administrative staff regarding any non-routine activities.
  - r. Completes all reports, logs and documentation before end of shift.
  - s. Before submitting, reviews all reports and documentation for clarity, spelling, and completeness.
  - t. Assists in investigations of any activities as requested.
  - u. Assists, as requested, in continuing and/or completing investigations started on previous shifts.
  - v. Assures oncoming shift is aware of all activities of the shift.
9. Will assist in keeping the building and grounds well maintained at all times, which includes, but is not limited to the following areas:
- a. Oversees resident workers performing the daily general cleaning to assure the work is completed.
  - b. Oversees resident workers while performing routine building cleaning projects such as floor buffing and carpet cleaning.
  - c. Oversees resident workers while performing routine grounds projects such as parking lot clean-ups, grass mowing and trimming, and snow removal.
  - d. Assists Maintenance Mechanic in the completion of maintenance projects, such as painting, by overseeing resident workers.
10. Will assist in all possible ways to assure that the facility meets state and ACA standards on a continuing basis, which includes but is not limited to:
- a. Assures all corrections activities and documentation meets policy and procedure.
  - b. Assists in maintaining records required for audits.
  - c. Assists other units in audit preparation activities.
11. Must be able to actively participate in all training activities.
- a. Must meet all training requirements of the position in a timely fashion.
  - b. Will assist in providing on-the-job training for any newly employed resident monitor assigned to the shift.
  - c. Must be able to coach and train other facility staff in the area of facility security.

**Marginal Functions**

- 1. Operates a fifteen passenger van to transport residents to and from work sites for job applications, interviews, and work release. Transport residents and staff on official facility business.
- 2. Must be able to demonstrate an understanding of the need to be flexible in an agency with a small staff. Will need, from time to time, to be assigned projects and duties outside of the normal.

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**STANDARDS OF PERFORMANCE:**

You will meet the standards of performance when you:

**Quantity**

Demonstrate a willingness to complete all tasks required and/or assigned on a daily basis. Perform in a manner that conforms to all the facility's Policy and Procedures and Personnel Policy Manual.

**Quality**

Demonstrate an understanding and commitment to facility mission, goals and objectives.

Demonstrate a positive attitude regarding corrections involvement in the total programmatic attempt to address offender needs.

Respond to routine and extraordinary requests for service in a professional manner. You make effort to accomplish special requests to meet the needs of the staff person making the request.

Make effort to see that all written reports and documentation you produce are complete, clear, and written with minimal grammar or spelling errors.

**Timeliness**

Report to work as required.

Assure all your reports and documentation are completed daily or by required deadlines.

**Team Effort/Cooperation**

Demonstrate a cooperative attitude with regard meeting work demands of the corrections unit. You share job responsibilities; volunteer to cover vacations, sick days, etc.,and make effort to work with co-workers.

Demonstrate a cooperative attitude with regard to helping other units of facility. You volunteer for special projects and seek to assist other units when your workload allows.

**Directing/Coordinating Behavior of Others**

Demonstrate an ability to deal with residents in a positive manner. You demonstrate good judgement regarding the enforcement of Facility regulations while minimizing resident complaints about you. You treat residents in a firm and fair manner. You model the behaviors that the facility expects from residents.

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Demonstrate a concern for the well-being of those in your custody. You demonstrate a willingness to try positive alternative courses of action to ensure compliance to rules and regulations.

**Dealing with Demanding Situations**

Demonstrate an ability to control yourself and other under trying circumstances.

**Adhering to Procedures**

Know facility policy and procedure and demonstrate a willingness to follow policy without being reminded.

Plan ahead to meet Facility requirements for annual training hours. You seek opportunities to expand your knowledge in corrections field. You attend and demonstrate a positive attitude towards training sessions and staff meetings.

**Communications**

Demonstrate the ability to solve problems and make decisions based on an understanding of the mission of the agency. You demonstrate an ability to communicate verbally in a business-like and professional manner at all times with residents, co-workers, and the public.

Demonstrate an ability to communicate effectively in writing using good grammar and spelling.