

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 31
Fiscal Year: 2016/2017
Posted Date: 1/26/2017
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

Item #	Job Code	Title
1	8312	Sheriff's Captain
2	8512	Sheriff's Captain (SFERS)

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Stephen Fu, Management Assistant, at (415) 701-5680 or by email at Stephen.Fu@sfgov.org.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Operations
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Christopher Colandene, SFERS
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
E-File

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: Sheriff's Captain
Job Code: 8312 (PERS)

DEFINITION

~~Under general direction, has responsibility for the overall administration of a jail facility or major division; commands an assigned watch; evaluates the work performance of staff both formally and informally; sets expectations, priorities and goals for subordinate staff; directs, oversees and coordinates functions and activities of staff to achieve desired goals; conducts inspection of assigned facility or cleanliness, security, physical integrity, health and safety issues and provision of contracted services; establishes and maintains communication with individuals from other criminal justice, legal, governmental or private agencies in order to exchange information and coordinate activities; assists higher level command staff by completing research and analysis, feasibility studies, and other special projects; reviews scheduling and deployment of personnel and equipment; oversees and/or responds to and mediates in-house subordinate and inmate complaints and grievances; performs and supervises performance of related law enforcement duties as assigned.~~

Under general direction, the captain, reporting to executive command, has responsibility for the overall command and administration of a facility or section. As a member of command/management level staff, the captain is responsible for implementing department goals and objectives at the facility/section level. The Sheriff's Captain is responsible for all personnel, equipment and operations assigned to that facility/section.

As such, the captain sets expectations, priorities and goals for subordinates; evaluates the work performance of employees both formally and informally and facilitates training. The captain conducts inspection of assigned facility/section for security, physical integrity, cleanliness, health and safety issues and provision of contracted services; oversees mandated state/local inspections and ensures appropriate readiness, deployment and allocation of all equipment. The captain monitors both the operations and administration of the assigned facility/section. Administrative responsibilities include documentation of methodology and data collection.

The captain establishes and maintains communication with individuals from other criminal justice, legal, governmental or private agencies in order to exchange information and coordinate activities. The captain participates in government meetings, community meetings and community events.

The captain assists higher level command staff by completing research and analysis, feasibility studies, and other special projects; reviews department policies and procedures.

DISTINGUISHING FEATURES

~~The class of Sheriff's Captain is distinguished from that of Sheriff's Lieutenant in that a Sheriff's Captain coordinates with other command personnel, and directs and administers the formulation and preparation of the operational and fiscal controls for the facility/division. It is further distinguished from that of Chief Deputy in that Sheriff's Captain is responsible for the overall administration of a jail facility or assigned as the Administrative Captain while Chief Deputies are responsible for overseeing a major division such as the Custody Division, Administrative and Courts Division, or Field and Support Services Division.~~

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• The class of Sheriff's Captain is distinguished from that of Sheriff's Lieutenant in that a captain coordinates with other command staff members, and directs and administers the formulation and preparation of the operational and fiscal controls for the facility/section. It is the operational size and/or the scope/diversity/responsibility of these assignments that distinguishes the captains from lieutenants, who exercise administrative authority in more circumscribed units or watches. The captain is responsible for managing a major function or rendering management advice to executive command authority. The captain performs duties focused on planning, organizing, directing and controlling resources and program delivery. The captain is responsible for facility/section operations and activity 24 hours a day, 7 days a week.

• The class of captain is distinguished from the employees in the next higher class, Chief Deputy: Division Commander, as the captain is responsible for the management of a facility/section whereas the chief is charged with the direction of all aspects of a division encompassing multiple facilities/sections/units.

Captains may assume the duties of a division commander in the absence of the chief deputy as directed.

SUPERVISION EXERCISED

~~The Sheriff's Captain as facility commander supervises sworn staff including Lieutenants, Sergeants, Senior Deputies, and Deputies as well as civilian staff.~~ The captain, as facility/section commander, is responsible for the 24/7 operation and administration of a facility / section; directly and indirectly manages and evaluates the performance of assigned sworn and non-sworn employees including but not limited to:

• Lieutenants

• Sergeants

• Senior Deputies

• Deputies

as well as civilian employees, including:

• Cadets

• Rehabilitation Service Coordinators

• Fingerprint technicians

• Trade workers

• Administrative support employees

• Senior Legal Processing clerks

• Volunteers and interns

In many cases, the captain is responsible for the welfare of the incarcerated as well as participants in constructive custody.

THE CAPTAIN IS ALSO RESPONSIBLE FOR MONITORING THE ACTIONS OF CONTRACT

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SERVICE PROVIDERS, SUCH AS FOOD SERVICE PROVIDERS, COMMISSARY PROVIDERS, ELECTRONIC MONITOR SERVICE PROVIDERS AND PROGRAM DELIVERY PROVIDERS AND ENSURING CONTRACT COMPLIANCE. THE CAPTAIN IS RESPONSIBLE FOR NETWORKING WITH ALL OTHER AGENCIES/ENTITIES INTERCONNECTED WITH THE FACILITY/SECTION INCLUDING THE DEPARTMENT OF HEALTH; THE DEPARTMENT OF HUMAN RESOURCES, THE DISTRICT ATTORNEY'S OFFICE, THE SUPERIOR COURTS, ADULT PROBATION AND OTHER LAW ENFORCEMENT AND COMMUNITY BASED PARTNERS.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

- ~~1. Initiates/implements preparations for the operation of the facility/division including daily, routine and special events, development of personnel, handling of emergency situations and special conditions; identifies problem areas, anticipates future needs and recommends appropriate actions; coordinates and administers the formulation and preparation of fiscal controls for the facility/division; prepares or directs the preparation of budget documents for submission to approving authorities; reviews, evaluates and updates on-going systems, methods and processes, initiates and participates in the development of new work methods and procedures; develops goals and objectives for specific division/facility, monitors and evaluates implementation and progress; revises priorities as necessary according to changes in resources and Department/facility needs; assists higher level command staff by completing research and analysis, feasibility studies and other special projects; interprets and implements policy, announces and explains procedures and regulations; ensures adherence to policies by others.~~
- ~~2. Manages and evaluates staff: Sets expectations, priorities and goals for subordinate staff; directs, oversees and coordinates functions and activities of staff to achieve desired goals; evaluates work performance both formally and informally, including regular, probationary and day-to-day evaluation; instructs staff or oversees training of personnel; plans training schedules and maintains appropriate records; reviews scheduling and deployment of personnel, recommends and/or assigns subordinates to specific areas of work, approves/disapproves leave, overtime, etc.; recommends resources to assist staff with personal and job-related problems; oversees or responds to and mediates subordinates and takes corrective action as needed; upholds employee standards and Department code of conduct, initiates and/or recommends discipline or corrective action as needed; provides a work atmosphere conducive to employee work production and job satisfaction, limits unnecessary work obstacles and responds promptly to visible or stated employee concerns.~~
- ~~3. Investigates and examines situations involving possible violations of law or Department policies and procedures; deputy/inmate incidents, complaints/grievances against deputies or non-sworn personnel; assigns, directs, coordinates and reviews activities of personnel in situations being investigated, reviews case files, maintains and updates relevant information; verifies and analyzes factual information and other evidence; recommends and/or initiates appropriate course of action and follow-up; initiates and conducts inspections of subordinates, records, materials and equipment to ensure that Department policy and regulations are being~~

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~~followed; conducts inspections of assigned facility for safety, security, physical integrity, health and safety, and provision of contracted services (e.g., food service, medical care, etc.); prepares or approves various reports, memos, proposals, instructions, investigations and other written correspondence, both intra- and interdepartmental; monitors use of a variety of equipment, devices, apparatus and services.~~

- ~~4. Directs and coordinates activities at major facility emergency scenes and critical incidents; determines the situation and probable impact; takes disciplinary action and/or makes recommendations as to what actions should be taken within policy guidelines; reviews inmate disciplinary recommendations and procedures; determines that discipline is properly administered to inmates.~~
- ~~5. Establishes and maintains lines of communication with other command personnel; coordinates flow of information between shifts/watches and other facilities or divisions/units of the Department; establishes and maintains communication with individuals from other criminal justice, legal, governmental or private agencies in order to exchange information and coordinate activities; participates in meetings, briefings and musters to receive and disseminate information and keep others informed of important activities or recent events that may impact operations; speaks with persons in person or by telephone to determine facts, make assessments and gather information; works with other supervisors and command staff in the design and implementation of special activities and joint operations.~~
- ~~6. Performs and supervises performance of related law enforcement duties as assigned.~~

General Management:

• Develops goals and objectives for a specific facility/section, monitors and evaluates implementation and progress

• Initiates/implements structure for the administration and operations of the facility/section

• Devises enforcement strategies and determines the distribution of sworn and non-sworn employees, including watch assignments and disposition of transfer requests

• Identifies challenges and problem areas; proposes and implements solutions

• Evaluates the adequacy of facility/section resources and assets by analyzing the current and projected needs

• Reviews, evaluates and updates on-going systems, methods and processes, initiates and participates in the development of new work methods and procedures

• Revises priorities as necessary according to changes in resources and department/division/facility/section needs

• Interprets and implements policy, announces and explains procedures and regulations

• Assigns, directs, coordinates and reviews activities of employees in situations being investigated, reviews case files, maintains and updates relevant information; verifies and analyzes factual information and other evidence

• Monitors officer safety issues and makes appropriate changes or recommendations

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Coordination of Operations:

- Establishes and maintains lines of communication with other command staff members. Supports and promotes management priorities.
- Participates in regularly-scheduled division meetings of the department, the division and the facility/section, including musters
- Initiates and conducts inspections of subordinates, records, materials and equipment to ensure that department policy and regulations are being followed
- Conducts inspections of assigned facility/section for safety, security, physical integrity, health and safety, and provision of contracted services
- Prepares, initiates or approves required reports (including watch reports), memos, proposals, instructions, investigations and other written correspondence, both intra- and interdepartmental
- Monitors to ensure the proper investigation of crimes assigned to subordinates
- Ensures adherence to policies by persons within the individual's chain-of-command
- Consults with on-duty watch commander and receives briefing regarding prior unit activities and or current affairs. Manages briefing period documentation to include training, documentation and reaffirmation of safety and security requirements
- Coordinates flow of information between shifts/watches and other facilities or sections/units of the department and insures continuity of operations between shifts
- Communicates with other city and county departments to ensure continuity of service and responds to requests for mutual aid
- Establishes and maintains communication with individuals from other criminal justice, legal, governmental or private agencies in order to exchange information and coordinate activities
- Monitors radio traffic to be cognizant of activities happening in the unit/facility/section and determines whether management oversight is needed
- Speaks with members of the community and requests input
- Coordinates the activity of units in a section with interoperability in other facilities/sections and/or divisions
- Reviews and assesses staff/public and/or staff/inmate incidents, complaints/grievances against deputies or non-sworn employees, including documentation of the investigation and results
- Coordinates the continuity of operations within their area of responsibility through consultation with the watch commanders
- Oversees the development of operations orders that include cost/benefit analysis as well as projections
- Routes information to supervisors for dissemination to facilities/units sections

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- Provides written and verbal direction as appropriate, to subordinates to ensure that activities are handled in an appropriate manner
- Identifies officer safety concerns and takes immediate corrective action when appropriate or makes recommendations for correction
- Reviews and assesses all uses-of-force within his/her chain-of-command
- Approves routine and special events
- Takes command in emergencies, utilizing the ICS
- Serves as acting division commander when required

Administrative Management:

- Assists executive command staff by completing research and analysis, feasibility studies and other special projects
- Participates in Requests for Proposals (RFP) as required
- Chairs committees (Safety, Training, Policy and Procedure, Uniform, etc.) as directed
- Ensures that time off procedures are adhered to
- Researches and develops strategic plans for area of responsibility
- Follows-up on actions and directives and continually audits all policies, procedures, and documentation to ensure that expectations are being met within acceptable time frames
- Ensures that subpoenas and other legal orders are dispositioned in an appropriate manner
- Directs semi-annual uniform inspection as well as regular inspection of uniform and equipment
- Reviews and ensures up-to-date and accurate documentation of emergency equipment logs, including Taser logs, Vehicle Use logs
- Ensures the accurate storage, retention and destruction of records
- Maintains and updates unit/section/facility policy and procedure manual
- Regularly communicates the status of the facility, including required resources and challenges, to executive command
- Documents facility/section performance via required monthly reports
- Oversees the implementation of work schedules according to collective bargaining agreements in force
- Oversees contract compliance of contract service providers for services related to the department, including but not limited to meal delivery; commissary delivery; telephone service provision; rehabilitation program implementation and monitoring electronic monitoring
- Investigates complaints against staff on a preliminary level and makes a

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recommendation to command staff for disposition or further investigation

• As directed by executive command, presents information as needed to the Board of Supervisors, subcommittees or other outside entities on matters related to the San Francisco Sheriff's Department

• Provides media interviews as requested by executive command

Employee Development:

• Initiates, promotes and participates in personal career development

• Reviews the status of personnel within assignment and makes appropriate recommendations to command staff for development and education

• Models professional and ethical behavior

• Sets and monitors expectations, priorities and goals for subordinates

• Assigns work to facility/section supervisors on the basis of ability, need for enhancement of proficiency/job growth career development, and/or availability to perform specific assignments

• Evaluates performance of direct subordinates by comparing to established criteria, goals, and objectives and completing a written performance appraisal

• Employs corrective actions, in line with progressive discipline, including re-training, counselings, requests for discipline and development performance improvement plans

• Oversees the performance appraisals of employees assigned to the facility/section including counselling's, commendations, requests for discipline and performance improvement plans

• Oversees the development of employees through on-the-job training in a variety of assignments and makes recommendations for outside training and mentoring

• Identifies training needs of assigned employees and oversees training schedules of assigned employees and ensures that employees attend mandatory and other scheduled training

• Recommends resources to assist employees with personal and job-related problems

• Documents and, responds to conflicts between subordinates assisting with appropriate resolutions and/or mitigations at the lowest level when appropriate

• Provides a work atmosphere conducive to employee work production and job satisfaction, limits unnecessary work obstacles and responds promptly to visible or stated employee concerns

• Evaluates how an act of courage, bravery or outstanding work should be recognized for captain's commendation or departmental award

• Coordinates team building and team management when appropriate

• Makes recommendations for relief of duty of a subordinate when appropriate

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- Responds to appeals of employee grievances and dispositions appropriately

Fiscal Functions:

- Forecasts the budget needs for the facility/section and monitors adherence to financial allocations
- Monitors overtime usage to ensure that its use is appropriate to the needs of the department and assigned consistent with policy and procedure
- Reviews payroll records
- Reviews the record-keeping for all revolving funds and Inmate Welfare funds under his/her control
- Reviews and approves requisitions for supplies

Administration Function (when assigned):

- Ensures compliance with training requirements as outlined in the Commission on Peace Officer Standards (POST) and Training as well as the Board of State and Community Corrections
- Identifies and implements training for department personnel, both sworn and civilian
- Ensures compliance with investigations of harassment and whistleblower complaints
- Ensures prompt and timely completion of background investigations for prospective employees which comport with POST regulations for sworn employees and department policy for civilian employees
- Ensures an efficient and fair procedure for administering jail clearances
- Ensures criminal investigations are conducted in accordance with the law and coordinates meetings with the Office of the District Attorney for prosecution of criminal complaints
- Ensures that the recruitment, hiring and training of prospective employees reflects the community we serve
- Ensures the proper administration of federal, state and local laws related to leaves of absence
- Ensures compliance with Worker's Compensation laws and laws related to the American's with Disability Act (ADA) laws
- Ensures compliance with the SF Civil Service Rules and compliance with the merit system
- Ensures the scheduling and processing of all discipline and hires and separations of employees
- Manages the Peer Support and Chaplaincy programs of the department
- When required, acts as EEO Officer; PREA coordinator and/or Quality Assurance Coordinator

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• Ensures the allocation of resources for the operations of the department

Community Programs and Alternatives to Incarceration Functions (when assigned):

• Manages the risk assessment for all persons being considered for alternatives to incarceration and determines the least restrictive alternative

• Manages the Sheriff's Work Alternative Program as an alternative to incarceration

• Manages the electronic monitoring program as an alternative to incarceration

• Manages the delivery and monitoring of persons assigned to residential treatment programs

• Ensures appropriate and timely response to all electronic monitoring alerts

• Serves as County Parole Board Director

• Acts as the arbiter of intermediate appeals for decisions related to alternatives to custody

• Manages the SFSD's initiatives on reducing community violence through Sheriff directed programs. Initiates programmatic activity with evidence-based results regarding the reduction of recidivism at the community programs facilities

• Reviews court orders for residential treatment and determines if the placement will be made while still providing for the public safety. Ensures the prompt and secure delivery of persons assigned to residential treatment programs, and monitors compliance and progress

• Monitors recidivism data and any other information relevant to community programs

• Meets regularly with the Director of Programs to coordinate activities where appropriate

Court and Civil Functions (when assigned):

• Ensures the security of all courtrooms

• Manages staff to insure that all functions pursuant to Civil Court orders are executed

• Regularly meets with the Administrator of Courts and judges to review and plan security

• Ensures that the service of all civil documents is performed thoroughly and accurately

• Manages compliance of third-party claims and liens

• Conducts auctions of all rights, titles and interests of debtors and conducts auctions of seized personal property

• Manages the work of keepers to handle and receive money

• Ensures that evictions are handled in a compassionate and professional manner, with eviction assistance provided as needed

• Prepares affected units for biennial Board of Corrections inspections

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Custodial Functions (when assigned):

- Ensures compliance with the Board of State and Community Corrections Criteria:
 - o Manages the booking, clothing, housing, feeding and health of inmates; confers with inmates on complaints and special problems; trains and advises personnel regarding escape hazards, prevention of escape, prevention of physical conflict and crime and appropriate application of inmate discipline
 - o Promotes and models humane respectful treatment of all persons who encounter members of the San Francisco Sheriff's Department
 - o Ensures the constitutional rights of all persons with whom employees come in contact are maintained
 - o Reviews inmate disciplinary recommendations and procedures for compliance with procedure, fairness and appropriate documentation. Regularly reviews the status of all inmates in disciplinary isolation and takes appropriate action
- Ensures that facilities operate within Title 15/24 guidelines
- Ensures the security and safety of the facility
- Prepares facility for mandated biennial Board of Corrections inspections
- Prepares facility for mandated health inspections
- Ensures staff compliance with the Inmate Grievance Policy including making sure forms are available to inmates; grievances are dealt with by staff at lowest level; that all grievances are reviewed by management, appropriately adjudicated, responded to, documented and logged within reasonable time periods
- Reviews documentation of activities for compliance with established procedures and accuracy, including but not limited to:
 - o Safety Cell placement – detention and release
 - o Restraint Chair usage
 - o Round sheets
 - o Requests for inmate discipline
 - o Food delivery and related records
 - o Clothing delivery and related records
 - o Fire safety
 - o Emergency equipment training
- Conducts routine and special inspections daily, with inspections on all shifts and weekends periodically
- Meets with inmates as necessary
- Routinely reviews the status of inmates on lockup

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- Coordinates intake activity with external law enforcement agencies
- Ensures that inmates are booked and searched according to legal and Departmental procedures
- Monitors the maintenance and record-keeping of inmate property
- Monitors the disposition of inmate funds

Patrol Field Operation Functions (when assigned):

- Directs sworn employees to perform tasks, duties and responses consistent with the mission of law enforcement
- Receives and evaluates requests for special law enforcement service from client agencies or for mutual aid
- Reviews crime reports and crime scene logs to ensure completeness and appropriateness
- Directs the use of resources in the accomplishment of an operations order
- Confers with external organizations and departments regarding events that may affect the public safety
- Works with subordinates, peers and command staff in the design and implementation of special activities and joint operations
 - o Oversees development of operational orders to ensure that they are complete and accurate, adequately address all staffing and public safety priorities and are consistent with department policies and procedures
- Assumes incident command as needed
- Monitors command post operations at planned events and critical incidents
- Directs and coordinates activities at major emergency scenes and critical incidents:
 - o Determines the situation and probable impact
 - o Reviews facility's/section's performance after incidents, events, enforcement actions to formulate more effective ways of handling future situations and/or improve unit policies, procedures, and/or practices
- Communicates with persons to determine facts, make assessments and gather information
- Conducts after action briefings and creates reports with suggestions for improvement
- Actively communicates with stakeholders at all sites that the San Francisco Sheriff's Department is contracted to provide security.
- Development and implementation of work order agreements with other government agencies

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- Coordinates the security and operation of the City wide election process.**
- Participates as the Department representative to UASI and local emergency services as well as the regional Homeland Security program**
- Directs diplomatic and executive security/protection for visiting dignitaries as necessary**
- Coordinates and manages mutual aid with the San Francisco Police Department, BART police and others**
- Manages the training, certification, assignment and removals of Sheriff's Emergency Services Unit, Special Response Team and Hostage Negotiation Team**

Auxiliary Functions (when assigned)

- Manages the compliance of the department regarding harassment law as the EEOC coordinator**
- Commands the Emergency Service Unit**
- Commands the Honor Guard/Color Guard**
- Oversees Peer Support and the Chaplaincy**
- Serves as Sheriff's Chair on all departmental committees (including Safety, Officer Safety, Uniform, Policy and Procedure)**
- Meets regularly with the Director of Programs to coordinate intersecting programs**

KNOWLEDGE, SKILLS, AND ABILITIES

~~Knowledge of: Appropriate laws, codes, etc (e.g. penal code sections 4000-4030, Title XV, Title XXIV, Accreditation Standards for Adult Detention Facilities, Fire and Life Safety in Local Juvenile and Adult Detention Facilities, etc.); functioning of the criminal justice system; City/County and Department administrative policies, procedures, rules, regulations, MOUs, etc.; supervisory and managerial methods, current law enforcement tactics, strategies and methodology; law enforcement investigative techniques and procedures; internal Sheriff's Department systems; appropriate grammar, phraseology and sentence structure.~~

~~Ability and Skill to: Analyze, isolate and identify problems and use a systematic, logical and creative approach to determine and recommend alternative courses of action; make and defend decisions in face of pressure or criticism; give directions, motivate and organize others to accomplish tasks and hold self and staff accountable; demonstrate initiative and take risks when necessary; be tactful and politically aware when dealing with the public, employees and other City/County departments; adapt to changing circumstances; command attention and respect and enforce laws, rules and regulations with firmness and impartiality; identify with the management team and support and promote management decisions; demonstrate a commitment to the job and the philosophy of the Department; maintain composure and effectiveness of performance under pressure or adverse conditions; communicate effectively~~

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~~orally and in writing; listen, and elicit information from others; develop short and long range plans and administer regulations, directives and policies; plan for potential situations and utilize resources effectively; follow-up on actions and directives to ensure that expectations are being met within acceptable time frames.~~

Knowledge of:

- **Federal, State and local laws as they affect the work and responsibilities of the Sheriff's Office (including law enforcement, labor relations, government, administration, etc.)**
- **The functions of the criminal justice system and interacting effectively and professionally with the criminal justice system**
- **City/County and Sheriff's Department administrative policies, procedures, rules, regulations, MOUs, Letters of Agreements, etc.**
- **Sheriff's Department orders, procedures, policies, operations and systems**
- **Structure and function of City and County government**
- **Methods, operations and functions of all Sheriff's Department divisions, units, sections or bureaus**
- **Principles and techniques of management necessary to plan, develop, organize direct and evaluate programs, administrative policies, organizational structures and specific law enforcement problems**
- **Accepted practices in personnel supervision and work organization**
- **Principles of employee supervision and personnel management including employee training**
- **Principles of emotional intelligence, employee development, team building and team management**
- **Current law enforcement tactics, strategies and methodology**
- **Law enforcement investigative techniques and procedures**
- **Provisions of the Peace Officer Bill of Rights**
- **Technical knowledge sufficient to work with CLETS, JMS, Omnilink and other electronic platforms**

Ability and Skill to: Written and oral ability regarding grammar, syntax and sentence structure.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

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Experience:

Experience: Two (2) years of experience in class 8310 Sheriff's Lieutenant (PERS) or 8510 Sheriff's Lieutenant (SFERS) or ~~Three (3) years of experience in class 8308 Sheriff's Sergeant or a combination of three (3) years of experience in classes 8308 Sheriff's Sergeant/8310 Sheriff's Lieutenant in the Sheriff's Department.~~ Training: None

License and Certification:

Valid Driver's License.

PROMOTIVE LINES

ORIGINATION DATE: 01/12/1961

AMENDED DATE: 10/08/99; 01/XX/17

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN

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DEFINITION

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~~The class of Sheriff's Captain is distinguished from that of Sheriff's Lieutenant in that a Sheriff's Captain coordinates with other command personnel, and directs and administers the formulation and preparation of the operational and fiscal controls for the facility/division. It is further distinguished from that of Chief Deputy in that Sheriff's Captain is responsible for the overall administration of a jail facility or assigned as the Administrative Captain while Chief Deputies are responsible for overseeing a major division such as the Custody Division, Administrative and Courts Division, or Field and Support Services Division.~~

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• The class of Sheriff's Captain is distinguished from that of Sheriff's Lieutenant in that a captain coordinates with other command staff members, and directs and administers the formulation and preparation of the operational and fiscal controls for the facility/section. It is the operational size and/or the scope/diversity/responsibility of these assignments that distinguishes the captains from lieutenants, who exercise administrative authority in more circumscribed units or watches. The captain is responsible for managing a major function or rendering management advice to executive command authority. The captain performs duties focused on planning, organizing, directing and controlling resources and program delivery. The captain is responsible for facility/section operations and activity 24 hours a day, 7 days a week.

• The class of captain is distinguished from the employees in the next higher class, Chief Deputy: Division Commander, as the captain is responsible for the management of a facility/section whereas the chief is charged with the direction of all aspects of a division encompassing multiple facilities/sections/units.

Captains may assume the duties of a division commander in the absence of the chief deputy as directed.

SUPERVISION EXERCISED

~~The Sheriff's Captain as facility commander supervises sworn staff including Lieutenants, Sergeants, Senior Deputies, and Deputies as well as civilian staff.~~ The captain, as facility/section commander, is responsible for the 24/7 operation and administration of a facility / section; directly and indirectly manages and evaluates the performance of assigned sworn and non-sworn employees including but not limited to:

• Lieutenants

• Sergeants

• Senior Deputies

• Deputies

as well as civilian employees, including:

• Cadets

• Rehabilitation Service Coordinators

• Fingerprint technicians

• Trade workers

• Administrative support employees

• Senior Legal Processing clerks

• Volunteers and interns

In many cases, the captain is responsible for the welfare of the incarcerated as well as participants in constructive custody.

THE CAPTAIN IS ALSO RESPONSIBLE FOR MONITORING THE ACTIONS OF CONTRACT

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SERVICE PROVIDERS, SUCH AS FOOD SERVICE PROVIDERS, COMMISSARY PROVIDERS, ELECTRONIC MONITOR SERVICE PROVIDERS AND PROGRAM DELIVERY PROVIDERS AND ENSURING CONTRACT COMPLIANCE. THE CAPTAIN IS RESPONSIBLE FOR NETWORKING WITH ALL OTHER AGENCIES/ENTITIES INTERCONNECTED WITH THE FACILITY/SECTION INCLUDING THE DEPARTMENT OF HEALTH; THE DEPARTMENT OF HUMAN RESOURCES, THE DISTRICT ATTORNEY'S OFFICE, THE SUPERIOR COURTS, ADULT PROBATION AND OTHER LAW ENFORCEMENT AND COMMUNITY BASED PARTNERS.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

- ~~1. Initiates/implements preparations for the operation of the facility/division including daily, routine and special events, development of personnel, handling of emergency situations and special conditions; identifies problem areas, anticipates future needs and recommends appropriate actions; coordinates and administers the formulation and preparation of fiscal controls for the facility/division; prepares or directs the preparation of budget documents for submission to approving authorities; reviews, evaluates and updates on-going systems, methods and processes, initiates and participates in the development of new work methods and procedures; develops goals and objectives for specific division/facility, monitors and evaluates implementation and progress; revises priorities as necessary according to changes in resources and Department/facility needs; assists higher level command staff by completing research and analysis, feasibility studies and other special projects; interprets and implements policy, announces and explains procedures and regulations; ensures adherence to policies by others.~~
- ~~2. Manages and evaluates staff: Sets expectations, priorities and goals for subordinate staff; directs, oversees and coordinates functions and activities of staff to achieve desired goals; evaluates work performance both formally and informally, including regular, probationary and day-to-day evaluation; instructs staff or oversees training of personnel; plans training schedules and maintains appropriate records; reviews scheduling and deployment of personnel, recommends and/or assigns subordinates to specific areas of work, approves/disapproves leave, overtime, etc.; recommends resources to assist staff with personal and job-related problems; oversees or responds to and mediates subordinates and takes corrective action as needed; upholds employee standards and Department code of conduct, initiates and/or recommends discipline or corrective action as needed; provides a work atmosphere conducive to employee work production and job satisfaction, limits unnecessary work obstacles and responds promptly to visible or stated employee concerns.~~
- ~~3. Investigates and examines situations involving possible violations of law or Department policies and procedures; deputy/inmate incidents, complaints/grievances against deputies or non-sworn personnel; assigns, directs, coordinates and reviews activities of personnel in situations being investigated, reviews case files, maintains and updates relevant information; verifies and analyzes factual information and other evidence; recommends and/or initiates appropriate course of action and follow-up; initiates and conducts inspections of subordinates, records, materials and equipment to ensure that Department policy and regulations are being~~

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~~followed; conducts inspections of assigned facility for safety, security, physical integrity, health and safety, and provision of contracted services (e.g., food service, medical care, etc.); prepares or approves various reports, memos, proposals, instructions, investigations and other written correspondence, both intra- and interdepartmental; monitors use of a variety of equipment, devices, apparatus and services.~~

- ~~4. Directs and coordinates activities at major facility emergency scenes and critical incidents; determines the situation and probable impact; takes disciplinary action and/or makes recommendations as to what actions should be taken within policy guidelines; reviews inmate disciplinary recommendations and procedures; determines that discipline is properly administered to inmates.~~
- ~~5. Establishes and maintains lines of communication with other command personnel; coordinates flow of information between shifts/watches and other facilities or divisions/units of the Department; establishes and maintains communication with individuals from other criminal justice, legal, governmental or private agencies in order to exchange information and coordinate activities; participates in meetings, briefings and musters to receive and disseminate information and keep others informed of important activities or recent events that may impact operations; speaks with persons in person or by telephone to determine facts, make assessments and gather information; works with other supervisors and command staff in the design and implementation of special activities and joint operations.~~
- ~~6. Performs and supervises performance of related law enforcement duties as assigned.~~

General Management:

• Develops goals and objectives for a specific facility/section, monitors and evaluates implementation and progress

• Initiates/implements structure for the administration and operations of the facility/section

• Devises enforcement strategies and determines the distribution of sworn and non-sworn employees, including watch assignments and disposition of transfer requests

• Identifies challenges and problem areas; proposes and implements solutions

• Evaluates the adequacy of facility/section resources and assets by analyzing the current and projected needs

• Reviews, evaluates and updates on-going systems, methods and processes, initiates and participates in the development of new work methods and procedures

• Revises priorities as necessary according to changes in resources and department/division/facility/section needs

• Interprets and implements policy, announces and explains procedures and regulations

• Assigns, directs, coordinates and reviews activities of employees in situations being investigated, reviews case files, maintains and updates relevant information; verifies and analyzes factual information and other evidence

• Monitors officer safety issues and makes appropriate changes or recommendations

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Coordination of Operations:

- Establishes and maintains lines of communication with other command staff members. Supports and promotes management priorities.
- Participates in regularly-scheduled division meetings of the department, the division and the facility/section, including musters
- Initiates and conducts inspections of subordinates, records, materials and equipment to ensure that department policy and regulations are being followed
- Conducts inspections of assigned facility/section for safety, security, physical integrity, health and safety, and provision of contracted services
- Prepares, initiates or approves required reports (including watch reports), memos, proposals, instructions, investigations and other written correspondence, both intra- and interdepartmental
- Monitors to ensure the proper investigation of crimes assigned to subordinates
- Ensures adherence to policies by persons within the individual's chain-of-command
- Consults with on-duty watch commander and receives briefing regarding prior unit activities and or current affairs. Manages briefing period documentation to include training, documentation and reaffirmation of safety and security requirements
- Coordinates flow of information between shifts/watches and other facilities or sections/units of the department and insures continuity of operations between shifts
- Communicates with other city and county departments to ensure continuity of service and responds to requests for mutual aid
- Establishes and maintains communication with individuals from other criminal justice, legal, governmental or private agencies in order to exchange information and coordinate activities
- Monitors radio traffic to be cognizant of activities happening in the unit/facility/section and determines whether management oversight is needed
- Speaks with members of the community and requests input
- Coordinates the activity of units in a section with interoperability in other facilities/sections and/or divisions
- Reviews and assesses staff/public and/or staff/inmate incidents, complaints/grievances against deputies or non-sworn employees, including documentation of the investigation and results
- Coordinates the continuity of operations within their area of responsibility through consultation with the watch commanders
- Oversees the development of operations orders that include cost/benefit analysis as well as projections
- Routes information to supervisors for dissemination to facilities/units sections

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- Provides written and verbal direction as appropriate, to subordinates to ensure that activities are handled in an appropriate manner
- Identifies officer safety concerns and takes immediate corrective action when appropriate or makes recommendations for correction
- Reviews and assesses all uses-of-force within his/her chain-of-command
- Approves routine and special events
- Takes command in emergencies, utilizing the ICS
- Serves as acting division commander when required

Administrative Management:

- Assists executive command staff by completing research and analysis, feasibility studies and other special projects
- Participates in Requests for Proposals (RFP) as required
- Chairs committees (Safety, Training, Policy and Procedure, Uniform, etc.) as directed
- Ensures that time off procedures are adhered to
- Researches and develops strategic plans for area of responsibility
- Follows-up on actions and directives and continually audits all policies, procedures, and documentation to ensure that expectations are being met within acceptable time frames
- Ensures that subpoenas and other legal orders are dispositioned in an appropriate manner
- Directs semi-annual uniform inspection as well as regular inspection of uniform and equipment
- Reviews and ensures up-to-date and accurate documentation of emergency equipment logs, including Taser logs, Vehicle Use logs
- Ensures the accurate storage, retention and destruction of records
- Maintains and updates unit/section/facility policy and procedure manual
- Regularly communicates the status of the facility, including required resources and challenges, to executive command
- Documents facility/section performance via required monthly reports
- Oversees the implementation of work schedules according to collective bargaining agreements in force
- Oversees contract compliance of contract service providers for services related to the department, including but not limited to meal delivery; commissary delivery; telephone service provision; rehabilitation program implementation and monitoring electronic monitoring
- Investigates complaints against staff on a preliminary level and makes a

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recommendation to command staff for disposition or further investigation

• As directed by executive command, presents information as needed to the Board of Supervisors, subcommittees or other outside entities on matters related to the San Francisco Sheriff's Department

• Provides media interviews as requested by executive command

Employee Development:

• Initiates, promotes and participates in personal career development

• Reviews the status of personnel within assignment and makes appropriate recommendations to command staff for development and education

• Models professional and ethical behavior

• Sets and monitors expectations, priorities and goals for subordinates

• Assigns work to facility/section supervisors on the basis of ability, need for enhancement of proficiency/job growth career development, and/or availability to perform specific assignments

• Evaluates performance of direct subordinates by comparing to established criteria, goals, and objectives and completing a written performance appraisal

• Employs corrective actions, in line with progressive discipline, including re-training, counselings, requests for discipline and development performance improvement plans

• Oversees the performance appraisals of employees assigned to the facility/section including counselling's, commendations, requests for discipline and performance improvement plans

• Oversees the development of employees through on-the-job training in a variety of assignments and makes recommendations for outside training and mentoring

• Identifies training needs of assigned employees and oversees training schedules of assigned employees and ensures that employees attend mandatory and other scheduled training

• Recommends resources to assist employees with personal and job-related problems

• Documents and, responds to conflicts between subordinates assisting with appropriate resolutions and/or mitigations at the lowest level when appropriate

• Provides a work atmosphere conducive to employee work production and job satisfaction, limits unnecessary work obstacles and responds promptly to visible or stated employee concerns

• Evaluates how an act of courage, bravery or outstanding work should be recognized for captain's commendation or departmental award

• Coordinates team building and team management when appropriate

• Makes recommendations for relief of duty of a subordinate when appropriate

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- Responds to appeals of employee grievances and dispositions appropriately

Fiscal Functions:

- Forecasts the budget needs for the facility/section and monitors adherence to financial allocations
- Monitors overtime usage to ensure that its use is appropriate to the needs of the department and assigned consistent with policy and procedure
- Reviews payroll records
- Reviews the record-keeping for all revolving funds and Inmate Welfare funds under his/her control
- Reviews and approves requisitions for supplies

Administration Function (when assigned):

- Ensures compliance with training requirements as outlined in the Commission on Peace Officer Standards (POST) and Training as well as the Board of State and Community Corrections
- Identifies and implements training for department personnel, both sworn and civilian
- Ensures compliance with investigations of harassment and whistleblower complaints
- Ensures prompt and timely completion of background investigations for prospective employees which comport with POST regulations for sworn employees and department policy for civilian employees
- Ensures an efficient and fair procedure for administering jail clearances
- Ensures criminal investigations are conducted in accordance with the law and coordinates meetings with the Office of the District Attorney for prosecution of criminal complaints
- Ensures that the recruitment, hiring and training of prospective employees reflects the community we serve
- Ensures the proper administration of federal, state and local laws related to leaves of absence
- Ensures compliance with Worker's Compensation laws and laws related to the American's with Disability Act (ADA) laws
- Ensures compliance with the SF Civil Service Rules and compliance with the merit system
- Ensures the scheduling and processing of all discipline and hires and separations of employees
- Manages the Peer Support and Chaplaincy programs of the department
- When required, acts as EEO Officer; PREA coordinator and/or Quality Assurance Coordinator

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• Ensures the allocation of resources for the operations of the department

Community Programs and Alternatives to Incarceration Functions (when assigned):

• Manages the risk assessment for all persons being considered for alternatives to incarceration and determines the least restrictive alternative

• Manages the Sheriff's Work Alternative Program as an alternative to incarceration

• Manages the electronic monitoring program as an alternative to incarceration

• Manages the delivery and monitoring of persons assigned to residential treatment programs

• Ensures appropriate and timely response to all electronic monitoring alerts

• Serves as County Parole Board Director

• Acts as the arbiter of intermediate appeals for decisions related to alternatives to custody

• Manages the SFSD's initiatives on reducing community violence through Sheriff directed programs. Initiates programmatic activity with evidence-based results regarding the reduction of recidivism at the community programs facilities

• Reviews court orders for residential treatment and determines if the placement will be made while still providing for the public safety. Ensures the prompt and secure delivery of persons assigned to residential treatment programs, and monitors compliance and progress

• Monitors recidivism data and any other information relevant to community programs

• Meets regularly with the Director of Programs to coordinate activities where appropriate

Court and Civil Functions (when assigned):

• Ensures the security of all courtrooms

• Manages staff to insure that all functions pursuant to Civil Court orders are executed

• Regularly meets with the Administrator of Courts and judges to review and plan security

• Ensures that the service of all civil documents is performed thoroughly and accurately

• Manages compliance of third-party claims and liens

• Conducts auctions of all rights, titles and interests of debtors and conducts auctions of seized personal property

• Manages the work of keepers to handle and receive money

• Ensures that evictions are handled in a compassionate and professional manner, with eviction assistance provided as needed

• Prepares affected units for biennial Board of Corrections inspections

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Custodial Functions (when assigned):

- Ensures compliance with the Board of State and Community Corrections Criteria:
 - o Manages the booking, clothing, housing, feeding and health of inmates; confers with inmates on complaints and special problems; trains and advises personnel regarding escape hazards, prevention of escape, prevention of physical conflict and crime and appropriate application of inmate discipline
 - o Promotes and models humane respectful treatment of all persons who encounter members of the San Francisco Sheriff's Department
 - o Ensures the constitutional rights of all persons with whom employees come in contact are maintained
 - o Reviews inmate disciplinary recommendations and procedures for compliance with procedure, fairness and appropriate documentation. Regularly reviews the status of all inmates in disciplinary isolation and takes appropriate action
- Ensures that facilities operate within Title 15/24 guidelines
- Ensures the security and safety of the facility
- Prepares facility for mandated biennial Board of Corrections inspections
- Prepares facility for mandated health inspections
- Ensures staff compliance with the Inmate Grievance Policy including making sure forms are available to inmates; grievances are dealt with by staff at lowest level; that all grievances are reviewed by management, appropriately adjudicated, responded to, documented and logged within reasonable time periods
- Reviews documentation of activities for compliance with established procedures and accuracy, including but not limited to:
 - o Safety Cell placement – detention and release
 - o Restraint Chair usage
 - o Round sheets
 - o Requests for inmate discipline
 - o Food delivery and related records
 - o Clothing delivery and related records
 - o Fire safety
 - o Emergency equipment training
- Conducts routine and special inspections daily, with inspections on all shifts and weekends periodically
- Meets with inmates as necessary
- Routinely reviews the status of inmates on lockup

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- Coordinates intake activity with external law enforcement agencies
- Ensures that inmates are booked and searched according to legal and Departmental procedures
- Monitors the maintenance and record-keeping of inmate property
- Monitors the disposition of inmate funds

Patrol Field Operation Functions (when assigned):

- Directs sworn employees to perform tasks, duties and responses consistent with the mission of law enforcement
- Receives and evaluates requests for special law enforcement service from client agencies or for mutual aid
- Reviews crime reports and crime scene logs to ensure completeness and appropriateness
- Directs the use of resources in the accomplishment of an operations order
- Confers with external organizations and departments regarding events that may affect the public safety
- Works with subordinates, peers and command staff in the design and implementation of special activities and joint operations
 - o Oversees development of operational orders to ensure that they are complete and accurate, adequately address all staffing and public safety priorities and are consistent with department policies and procedures
- Assumes incident command as needed
- Monitors command post operations at planned events and critical incidents
- Directs and coordinates activities at major emergency scenes and critical incidents:
 - o Determines the situation and probable impact
 - o Reviews facility's/section's performance after incidents, events, enforcement actions to formulate more effective ways of handling future situations and/or improve unit policies, procedures, and/or practices
- Communicates with persons to determine facts, make assessments and gather information
- Conducts after action briefings and creates reports with suggestions for improvement
- Actively communicates with stakeholders at all sites that the San Francisco Sheriff's Department is contracted to provide security.
- Development and implementation of work order agreements with other government agencies

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- Coordinates the security and operation of the City wide election process.**
- Participates as the Department representative to UASI and local emergency services as well as the regional Homeland Security program**
- Directs diplomatic and executive security/protection for visiting dignitaries as necessary**
- Coordinates and manages mutual aid with the San Francisco Police Department, BART police and others**
- Manages the training, certification, assignment and removals of Sheriff's Emergency Services Unit, Special Response Team and Hostage Negotiation Team**

Auxiliary Functions (when assigned)

- Manages the compliance of the department regarding harassment law as the EEOC coordinator**
- Commands the Emergency Service Unit**
- Commands the Honor Guard/Color Guard**
- Oversees Peer Support and the Chaplaincy**
- Serves as Sheriff's Chair on all departmental committees (including Safety, Officer Safety, Uniform, Policy and Procedure)**
- Meets regularly with the Director of Programs to coordinate intersecting programs**

KNOWLEDGE, SKILLS, AND ABILITIES

~~Knowledge of: Appropriate laws, codes, etc (e.g. penal code sections 4000-4030, Title XV, Title XXIV, Accreditation Standards for Adult Detention Facilities, Fire and Life Safety in Local Juvenile and Adult Detention Facilities, etc.); functioning of the criminal justice system; City/County and Department administrative policies, procedures, rules, regulations, MOUs, etc.; supervisory and managerial methods, current law enforcement tactics, strategies and methodology; law enforcement investigative techniques and procedures; internal Sheriff's Department systems; appropriate grammar, phraseology and sentence structure.~~

~~Ability and Skill to: Analyze, isolate and identify problems and use a systematic, logical and creative approach to determine and recommend alternative courses of action; make and defend decisions in face of pressure or criticism; give directions, motivate and organize others to accomplish tasks and hold self and staff accountable; demonstrate initiative and take risks when necessary; be tactful and politically aware when dealing with the public, employees and other City/County departments; adapt to changing circumstances; command attention and respect and enforce laws, rules and regulations with firmness and impartiality; identify with the management team and support and promote management decisions; demonstrate a commitment to the job and the philosophy of the Department; maintain composure and effectiveness of performance under pressure or adverse conditions; communicate effectively~~

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~~orally and in writing; listen, and elicit information from others; develop short and long range plans and administer regulations, directives and policies; plan for potential situations and utilize resources effectively; follow-up on actions and directives to ensure that expectations are being met within acceptable time frames.~~

Knowledge of:

• Federal, State and local laws as they affect the work and responsibilities of the Sheriff's Office (including law enforcement, labor relations, government, administration, etc.)

• The functions of the criminal justice system and interacting effectively and professionally with the criminal justice system

• City/County and Sheriff's Department administrative policies, procedures, rules, regulations, MOUs, Letters of Agreements, etc.

• Sheriff's Department orders, procedures, policies, operations and systems

• Structure and function of City and County government

• Methods, operations and functions of all Sheriff's Department divisions, units, sections or bureaus

• Principles and techniques of management necessary to plan, develop, organize direct and evaluate programs, administrative policies, organizational structures and specific law enforcement problems

• Accepted practices in personnel supervision and work organization

• Principles of employee supervision and personnel management including employee training

• Principles of emotional intelligence, employee development, team building and team management

• Current law enforcement tactics, strategies and methodology

• Law enforcement investigative techniques and procedures

• Provisions of the Peace Officer Bill of Rights

• Technical knowledge sufficient to work with CLETS, JMS, Omnilink and other electronic platforms

Ability and Skill to: **Written and oral ability regarding grammar, syntax and sentence structure.**

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

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Experience:

Experience: Two (2) years of experience in class 8310 Sheriff's Lieutenant (PERS) or 8510 Sheriff's Lieutenant (SFERS) or ~~Three (3) years of experience in class 8308 Sheriff's Sergeant or a combination of three (3) years of experience in classes 8308 Sheriff's Sergeant/8310 Sheriff's Lieutenant in the Sheriff's Department.~~ Training: None

License and Certification:

Valid Driver's License.

PROMOTIVE LINES

ORIGINATION DATE: 12/08/11

AMENDED DATE: 01/XX/17

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN