

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

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

Posting No: 16
Fiscal Year: 2011/2012
Posted Date: November 30, 2011

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

<u>Item #</u>	<u>Class/Title</u>
1	8560 Assistant Counselor (SFERS)
2	8562 Counselor, Juvenile Hall (SFERS)
3	8564 Counselor, Log Cabin Ranch (SFERS)
4	8566 Counselor II (SFERS)

For additional information regarding the above proposed action, please contact Christina Penland at (415) 557-4848 or-email her at Christina.Penland@sfgov.org.

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor or from DHR's website at: <http://sfdhr.org/index.aspx?page=109>

cc: All Employee Organizations
All Departmental Personnel Officers
Anita Sanchez, CSC
Christina Fong, DHR
Carmela Villasica, DHR
Linda Cosico, DHR
RAS Team Leader(s)
DHR Support Services
Martin Gran, DHR
Steve Ponder, DHR
Christina Penland, DHR
Maria Newport, SFERS
Clare Leung, MTA
Suzanne Wong, MTA
E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Assistant Counselor (SFERS)
Job Code: 8560**

INTRODUCTION

Under supervision, is responsible for the care and custody of delinquent children in a Juvenile Court facility during the evening and early morning hours; and performs related duties as required. Requires responsibility for: Carrying out existing methods and procedures relating to the care and custody of children in custody during the sleeping hours; maintaining log book and other operational records of a juvenile court cottage or dormitory unit.

DISTINGUISHING FEATURES

Positions in this classification are designed to provide those staff services at the Juvenile Hall not requiring the assignment of a full journeyman counselor. Specific assignments include:

1. Supervising detainees during the night and early morning hours.
2. Assisting counselors in caring for infants, young children or teenagers; part-time positions.
3. Assisting in carrying out and monitoring recreational programs and related activities.

After experience is gained in this position, following graduation from college, individuals are expected to progress to the Counselor level.

MAJOR, 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. Maintains order, quiet and security in the cottage or dormitory unit; makes periodic checks of rooms or dormitories; investigates unusual sounds or other signs of disorder; as required, supervises detainees who are going to the toilet.
2. Reports disciplinary problems or emergencies to the shift supervisor; comforts or reprimands detainees as necessary.
3. May admit and release detainees into and from the unit; may issue blankets, clothing and other supplies; dispenses minor medications as ordered by physicians.
4. Transports dependent children to and from reception homes, foster homes, other child care agencies and the Juvenile Hall.
5. When assigned, assists in attending to the daily needs of infants and small children; bathes and dresses children; serves or assists in the serving of food; performs housekeeping duties, including making beds, cleaning rooms and maintaining a sanitary environment; conducts play activities for children; remains continually alert for symptoms of illness.
6. When assigned, assists in the carrying out of a recreation program; supervises detainees during recreational periods; assists in maintaining order and discipline in the assigned group or unit; performs liaison functions with various volunteer auxiliary activities; encourages youths to participate in programs, events and activities; assists counseling staff in the

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performance of various related duties.

7. Keeps routine log of activity during the shift.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of:

The behavior patterns of children;

The techniques and procedures of administering first aid.

Ability to:

Supervise detainees in a Juvenile Court facility;

Acquire and maintain the respect of juveniles;

Carry out oral and written instructions;

Exercise good judgment in controlling behavioral disturbances or in emergency situations;

Remain alert during prolonged periods of inactivity.

MINIMUM QUALIFICATIONS

These minimum qualifications are to be used as a guide for establishing 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.

Education:

Requires registration as a junior student in an accredited college or university, with a major in a behavioral or social science; or an equivalent combination of training and experience.

LICENSE AND CERTIFICATION

Requires possession of a valid California Class C driver's license.

PROMOTIVE LINES

TO: 8320 Counselor, Juvenile Hall

FROM: Original Entrance Examination

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Counselor, Juvenile Hall (SFERS)
Job Code: 8562**

INTRODUCTION

Under general supervision, the Counselor, Juvenile Hall, is responsible for the care, custody, safety and welfare of juveniles detained at Juvenile Hall. The Counselor observes behavior and conduct of residents in an assigned living unit; prepares and maintains records and reports such as incident reports, behavior reports, and individual case reports, etc.; conducts on-going individual and group counseling sessions with juveniles; plans, directs and supervises leisure-time activities; supervises residents in route to, from, and at various locations; assists in the admittance and release process; confers with departmental personnel and representatives of outside agencies; and performs related duties as required.

DISTINGUISHING FEATURES

The Counselor, Juvenile Hall is distinguished from Assistant Counselor by an increased level of responsibility. It is distinguished from the Counselor II in that the latter is in charge of a living unit within Juvenile Hall and performs at a higher level of responsibility.

SUPERVISION EXERCISED:

May be assigned to lead worker duties over Assistant Counselors and other Counselors.

MAJOR, 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. Observes conduct and behavior of detainees in an assigned living unit by directing, overseeing and instructing detainees in the upkeep of personal hygiene, during mealtimes, and while cleaning the unit; by maintaining appropriate close supervision over detainees to prevent escapes, self-injuries, accidents, fights and other negative incidents; by providing appropriate discipline such as admonishment, time-out, room restriction, continued room restriction, and court action, as necessary; by consulting with supervisors regarding disciplinary problems; by making regular 15 minute security checks of room; and by monitoring visiting sessions in order to ensure the safety and security of detainees and counselors.
2. Maintains the security and safety of the unit and the facility at all times by inspecting windows, keeping doors locked when not in use, and keeping count of all detainees assigned to the unit; by administering emergency first aid pending the arrival of medical staff; and by responding to emergency conditions which may require physically subduing and restraining hostile detainees in order to ensure the safety and security of detainees and counselors.
3. Prepares and maintains records and reports on detainees' attitudes, behavior, appearance, interests, progress, and needs by completing incident reports, behavior reports, individual case reports, and other departmental forms and reports as required; and by maintaining the unit log book in order to ensure adherence to legal requirements and maintain an accurate record of events.

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4. Conducts on-going individual and group counseling sessions with detainees by communicating rules, policies, expectations, and consequences; by listening and responding appropriately to questions, concerns, complaints, and requests; and by providing appropriate assistance in working out problems in order to assist detainees to gain insight into him/herself, relationships to family, peers and adults; to adjust to institutional living; and to help modify anti-social behavior.
5. Plans, directs and supervises leisure time activities by organizing, instructing, coaching, and overseeing residents in various games, athletics, and crafts in order to provide for the residents' recreational needs as well as teach and encourage good sportsmanship.
6. Supervises and/or transports residents en route to, from, and at various locations, including school classrooms, Juvenile Hall medical clinic, hospitals, gymnasiums, community houses, recreational areas, religious services and other locations as necessary by overseeing, directing and controlling their movement in order to ensure the safety and security of the residents. These activities may require transporting residents by car or van.
7. Assists in the admittance and release process of residents by instructing resident to shower and shampoo, searching for contraband articles, checking body for marks and bruises, registering and storing belongings, issuing bedding and clothing, making room assignments, and giving an orientation regarding Juvenile Hall rules and regulations. In the release process assists by having resident return institutional clothing, returning resident's personal property, and filling out release information in order to ensure that residents are properly processed into and out of Juvenile Hall.
8. Confers with departmental personnel and representatives of outside agencies, which includes but is not limited to, probation officers, teachers, forensic services, foster homes, tutors, voluntary auxiliary services, community organizations, police, etc., on an on-going basis by communicating by telephone or in person in order to maintain the safety and welfare of residents.
9. Performs related duties as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of:

Crisis intervention, interviewing, and individual and group counseling principles and techniques.

Ability to:

Organize and supervise group activities, handle stressful situations, enforce rules, accurately observe behavior, and apply appropriate "use of force" in self-defense or restraint procedure;

To remain alert to potential problems, and handle emergency situations;

Establish and maintain effective relationships with other, including parents, wards, co-workers, outside agencies, police, probation officers, forensic services, auxiliary services, teachers, etc.;

To communicate clearly, concisely, and effectively in individual or group situations.

MINIMUM QUALIFICATIONS

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Counselor, Juvenile Hall (SFERS)
Job Code: 8562**

These minimum qualifications are to be used as a guide for establishing 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.

Education:

Requires possession of a Bachelor's degree from an accredited college or university, with major course work preferably in Psychology, Sociology, Criminal Justice, Social Work or related fields.

Substitution:

Verifiable experience as a counselor in a juvenile detention facility or experience involving the organization, detention, or supervision of youth groups in a recreational or correctional program may be substituted for up to two (2) years of the education requirement on a year-for-year basis.

LICENSE AND CERTIFICATION

Possession of a valid California Class C driver's license at the time of appointment. (California driver license must be maintained current during employment).

Possession of a valid CPR certificate prior to appointment.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Counselor, Log Cabin Ranch (SFERS)
Job Code: 8564**

INTRODUCTION

Under general supervision, the Counselor, Log Cabin Ranch, is responsible for the care, custody, safety and welfare of court ordered residents and performs duties as required. The essential functions include: performing individual and group counseling to an assigned caseload of residents; supervising and instructing crews of residents in a variety of planned work and vocational programs; preparing and maintaining records and reports; supervising and counseling residents in the proper standards of personal conduct; transporting residents as necessary for medical appointments, court appearances and recreational programs; maintaining the safety and security of the facility at all times; responding to emergencies and crises; transporting hostile residents from the Log Cabin Ranch to Juvenile Hall and performing related duties as required for admittance and release process; and conferring with departmental personnel and representatives of outside agencies.

DISTINGUISHING FEATURES

The Counselor, Log Cabin Ranch is distinguished from 8323 Senior Counselor - Log Cabin Ranch in that the latter performs supervisory responsibilities and has an increased level of responsibility.

SUPERVISION EXERCISED

None

MAJOR, 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. Performs individual and group counseling to an assigned case load of residents; communicates rules, policies, expectations, and consequences; listens and responds appropriately to questions, concerns, complaints, and requests; provides appropriate assistance in working out problems.
2. Supervises and instructs crews of residents in a variety of planned work and vocational programs such as building and grounds maintenance and food service.
3. Prepares and maintains records and reports, including written evaluations on the progress and performance of assigned residents, individual case records, incident reports, night reports, and other departmental forms and reports as required.
4. Organizes and directs recreational and leisure programs such as baseball, basketball, and volleyball; field trips and group outings to places and events which include camping, fishing, amusement parks, professional baseball/basketball games and musical performances; and various arts and crafts.
5. Supervises and counsels residents in the proper standards of personal conduct, cleanliness, and etiquette.
6. Transports residents as necessary for medical appointments court appearances, and recreational programs.
7. Maintains the security and safety of the facility at all times; maintains appropriate close

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Title: Counselor, Log Cabin Ranch (SFERS)

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supervision over residents to prevent escapes, self-injuries, accidents, fights, other negative incidents; and imposes discipline when necessary.

8. Responds to emergencies and crises; takes appropriate actions in emergency and crisis situations such as injuries, suicide attempts, fires, escapes, rioting, physical fights between wards or attacks upon staff, or other serious threats; uses appropriate first aid, self-defense, or restraint procedures.
9. Performs related duties as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of:

Crisis intervention, interviewing, and individual and group counseling principles and techniques.

Ability to:

Organize and supervise group activities, handle stressful situations, enforce rules, accurately observe behavior, and apply appropriate "use of force" in self-defense or restraint procedure;

Remain alert to potential problems, and handle emergency situations;

Establish and maintain effective relationships with other, including parents, wards, co-workers, outside agencies, police, probation officers, forensic services, auxiliary services, teachers, etc.;

To communicate clearly, concisely, and effectively in individual or group situations.

MINIMUM QUALIFICATIONS

These minimum qualifications are to be used as a guide for establishing 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.

Education:

Requires possession of a Bachelor's degree from an accredited college or university, with major course work preferably in Psychology, Sociology, Criminal Justice, Social Work or related fields.

Substitution:

Verifiable experience as a counselor in a juvenile detention facility or experience involving the organization, detention, or supervision of youth groups in a recreational or correctional program may be substituted for up to two (2) years of the education requirement on a year-for-year basis.

LICENSE AND CERTIFICATION

Possession of a valid California Class C driver's license at the time of appointment. (California driver license must be maintained current during employment).

Possession of a valid CPR certificate prior to appointment.

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**Title: Counselor II (SFERS)
Job Code: 8566**

INTRODUCTION

Under direction, in a lead capacity, supervises subordinate personnel engaged in the counseling and control of wards at the Juvenile Hall; counsels, disciplines and is responsible for the care and custody of dependent or delinquent children in residence; assists in orienting and training subordinate personnel; supervises various activities and operations in the Juvenile Hall facility; and performs related duties as required. Requires responsibility for: coordinating, interpreting, carrying out and enforcing existing procedures, policies and methods relating to the care of children in custody; making and/or assisting counselors in making contacts with parents, probation personnel and other persons for the purpose of furnishing or obtaining information on children in custody; reviewing and maintaining departmental records and individual case reports.

DISTINGUISHING FEATURES

Employees in this class are assigned to a post position and have a lead responsibility in a cottage operation. They are expected to perform all of the duties of the next lower class and also to provide continuity of supervision and coordination in the operation of the facility to which assigned. Positions in this class are distinguished from the next higher level in that the higher level carries full line supervisory responsibility.

MAJOR, 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. Acts as a lead in the day-to-day operations of an assigned Juvenile Hall cottage unit or other facility; provides continuity of operating policies and procedures from shift to shift; acts in a liaison capacity in relating instructions from superiors to subordinates; interprets departmental policies with regard to specific work situations; summarizes, explains and interprets subordinate staff difficulties to superiors; provides suggestions for agenda topics for staff meetings; directs the serving of food and the conducting of daily recreation and housekeeping activities; mans the central control station and has shift responsibility for the use of the telephone, public address system and the alarm procedure.
2. Assists in orienting new counselors to the duties and responsibilities of their position; provides on the spot training of subordinate personnel; checks to ensure that established operating procedures are carried out effectively and efficiently; makes and assists counselors in making contacts with parents, probation officers and others for the purpose of obtaining information; expedites intra-cottage decisions regarding the discipline and control of wards.
3. Performs all duties of a counselor, including receiving newly admitted dependent and delinquent children; coordinates counseling and orientation sessions for new detainees; provides group and individual counseling; consults with supervisors regarding behavioral problems; collaborates with department personnel, school teachers, medical and psychological clinics and state parole officers in reference to the personal conduct and welfare of children in custody; submits verbal behavior progress reports as requested; advises parents of their children's conduct and welfare; administers first aid and locates

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medical personnel when necessary.

4. Establishes procedures regarding security matters including the search for contraband; ensures that all materials and supplies that may be used as a weapon such as silverware are accounted for; supervises security procedures such as lining up after meals and other activities; supervising the movement and transportation of wards; personally handles hostile detainees; directs shakedowns of individuals in cottage units; inspects and maintains the cleanliness and repair of living units; orders supplies needed for unit operations and supervises the economic use thereof.
5. Prepares and/or supervises the preparation and maintenance of departmental records and individual case reports; prepares or reviews log entries, discipline reports, incident forms and interoffice memos.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of:

The growth, development needs and problems of delinquent and non-delinquent children;

Individual and group counseling techniques as applied to young children and adolescents;

The laws and codes governing the care and custody of juveniles confined to a county detention facility;

The policies and procedures of the department regarding the operation of living facilities.

Ability to:

Apply counseling principles and practices in the care, custody and treatment of delinquent and dependent children'

Assist in the training and supervision of subordinate employees;

Supervise the operations of a detention living unit as well as use sound, judgment in* a variety of routine and special situations;

Act, calmly when emergencies arise;

Sense, evaluate and handle tense group situations as they develop;

Accept responsibility for on the spot decisions when appropriate;

Prepare accurate and concise reports.

MINIMUM QUALIFICATIONS

These minimum qualifications are to be used as a guide for establishing 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.

Education:

Requires possession of a Bachelor's degree from an accredited college or university, with major

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course work in a social science field.

Experience:

Requires at least one (1) year of progressively responsible experience in counseling, disciplining and caring for delinquent or dependent children, or an equivalent combination of training and experience.

PROMOTIVE LINES

To : 8322 Senior Counselor, Juvenile Hall

From : 8320 Counselor, Juvenile Hall
