

City and County of San Francisco
Micki Callahan
Human Resources Director



Department of Human Resources
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**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: August 3, 2018

Re: **Notice of Proposed Classification Actions – Final Notice No. 6 FY 18/19 (copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective August 3, 2018.

Micki Callahan
Human Resources Director

by: _____

Steve Ponder
Classification and Compensation Director
Human Resources

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
Theresa Kao, Controller/ Budget Division
E-File

**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: 06
Fiscal Year: 2018/2019
Posted Date: 07/24/2018
Reposted Date: N/A

RETITLE AND AMEND THE FOLLOWING JOB CODE(S):
(Job specification(s) attached.)

| Item # | Job Code | Former Title | New Title |
|--------|----------|---------------------------------|---|
| 1 | 8318 | Counselor 2 | Counselor 2 (PERS) |
| 2 | 8320 | Counselor, Juvenile Hall | Counselor, Juvenile Hall (PERS) |
| 3 | 8321 | Counselor, Log Cabin Ranch | Counselor, Log Cabin Ranch (PERS) |
| 4 | 8322 | Senior Counselor, Juvenile Hall | Senior Counselor, Juvenile Hall and Log Cabin Ranch (PERS) |
| 5 | 8568 | Senior Counselor, Juvenile Hall | Senior Counselor, Juvenile Hall and Log Cabin Ranch (SFERS) |

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

| Item # | Job Code | Title |
|--------|----------|------------------------------------|
| 1 | 8562 | Counselor, Juvenile Hall (SFERS) |
| 2 | 8564 | Counselor, Log Cabin Ranch (SFERS) |
| 3 | 8566 | Counselor 2 (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: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

cc: All Employee Organizations
All Departmental Personnel Officers

DHR – Class and Comp Unit
DHR – Client Services Unit
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E-File

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

Title: Counselor 2 (PERS)
Job Code: 8318

DEFINITION

Under direction, the 8318 Counselor 2 leads subordinate personnel engaged in the counseling and control of wards at the Juvenile Hall and oversees various activities and operations in the Juvenile Hall facility.

DISTINGUISHING FEATURES

Class 8318 Counselor 2 is distinguished from class 8320 Counselor, Juvenile Hall, in that the former has lead responsibilities in a unit. Class 8318 Counselor 2 is further distinguished from class 8322 Senior Counselor, Juvenile Hall and Log Cabin Ranch, by the latter's supervisory responsibilities.

SUPERVISION EXERCISED

Serves as a lead worker over subordinate counselors.

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. Leads the day-to-day operations of an assigned Juvenile Hall unit or other facility; provides continuity of operating policies and procedures from shift to shift; interprets departmental policies; explains and interprets subordinate staff difficulties to superiors; oversees food service, daily recreation, and housekeeping activities; operates the central control station and has shift responsibility for the use of the telephone, public address system and the alarm procedure.
2. Provides training to new counselors and subordinate personnel; ensures that established operating procedures are carried out effectively and efficiently; instructs counselors in communications with parents, probation officers, and others for the purpose of obtaining information; expedites decisions regarding the discipline and control of wards.
3. Receives 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

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

Title: Counselor 2 (PERS)
Job Code: 8318

personal conduct and welfare of children in custody; submits verbal behavior progress reports; advises parents of their children's conduct and welfare; administers first aid and locates 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, are accounted for; supervises security procedures; supervising the movement and transportation of wards; handles hostile detainees; directs shakedowns of individuals in units; inspects and maintains the cleanliness and repair of living units; orders supplies needed for unit operations and supervises the economic use thereof.

5. Oversees the preparation and maintenance of departmental records and individual case reports; prepares or reviews log entries, discipline reports, incident forms and interoffice memos. Maintains and updates databases and case management systems.

KNOWLEDGE, 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 adolescents; the laws and codes governing the care and custody of juveniles confined to a detention facility; the policies and procedures regarding the operation of living facilities.

Ability and Skill 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 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.

Education:

Possession of a baccalaureate degree from an accredited college or university.

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

Title: Counselor 2 (PERS)
Job Code: 8318

Experience:

One (1) year of experience in counseling, disciplining and caring for delinquent or dependent children.

License and Certification:

Possession of a valid California driver license.

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate.

Substitution:

Experience in counseling, disciplining and caring for delinquent or dependent children may substitute for up to two (2) years of the required education on a year-for-year basis. One (1) year of experience will be considered equivalent to 30 semester units or 45 quarter units of college coursework.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 8322 Senior Counselor, Juvenile Hall and Log Cabin Ranch

From: 8320 Counselor, Juvenile Hall

ORIGINATION DATE: 4/26/1971

AMENDED DATE: 08/03/18

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

BUSINESS UNIT(S): COMMN

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

Title: Counselor, Juvenile Hall (PERS)
Job Code: 8320

DEFINITION

Under general supervision the 8320 Counselor, Juvenile Hall, is responsible for the care, custody, safety and welfare of juveniles detained at Juvenile Hall.

DISTINGUISHING FEATURES

Class 8320 Counselor, Juvenile Hall is distinguished from class 8318 Counselor 2 in that the latter acts in a lead capacity.

SUPERVISION EXERCISED

None.

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. Observes behavior of detainees in an assigned living unit; directs detainees in the upkeep of personal hygiene, during mealtimes, and while cleaning the unit; maintains appropriate close supervision over detainees to prevent negative incidents; provides appropriate discipline; consults with supervisors regarding disciplinary problems; conducts regular state mandated security checks of rooms; monitors visiting sessions to ensure the safety and security of detainees and counselors.
2. Inspects windows, locks doors when not in use, and keeps count of all detainees assigned to the unit; administers emergency first aid pending the arrival of medical staff; responds to emergency conditions which may require physically subduing and restraining hostile detainees to ensure the safety and security of the unit and the facilities.
3. Completes incident reports, behavior reports, individual case reports, and other departmental forms and reports; maintains the unit log book to ensure adherence to legal requirements. Maintains and updates electronic databases and case management systems.
4. Conducts ongoing individual and group counseling sessions with detainees by communicating rules, policies, expectations, and consequences; listens and responds to questions, concerns, complaints, and requests; provides assistance in working out problems to

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

Title: Counselor, Juvenile Hall (PERS)

Job Code: 8320

assist detainees.

5. Directs leisure time activities; teaches and encourages good sportsmanship.
6. Transports residents to and from various locations; directs and controls residents' movement to ensure the safety and security of the residents.
7. Facilitates the admittance and release process of residents.
8. Confers with departmental personnel and representatives of outside agencies.

KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: crisis intervention, interviewing, and individual and group counseling principles and techniques.

Ability and Skill 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 others; communicate clearly, concisely, and effectively in individual or group situations.

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.

Education:

Possession of a baccalaureate degree from an accredited college or university.

Experience:

License and Certification:

Possession of a valid California driver license.

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate.

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

Title: Counselor, Juvenile Hall (PERS)

Job Code: 8320

Substitution:

Experience as a counselor in a juvenile detention facility or experience involving the organization, detention, or suspension of youth groups in a recreational or correctional program may substitute for up to two (2) years of the education requirement on a year-for-year basis. One (1) year equals thirty (30) semester units or forty-five (45) quarter units.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 8318 Counselor 2; 8322 Senior Counselor, Juvenile Hall and Log Cabin Ranch

ORIGINATION DATE: 3/26/1964

AMENDED DATE: 5/11/01; 8/03/18

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN

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

Title: Counselor, Log Cabin Ranch (PERS)
Job Code: 8321

DEFINITION

Under general supervision, the 8321 Counselor, Log Cabin Ranch, is responsible for the care, custody, safety and welfare of court ordered residents.

DISTINGUISHING FEATURES

Class 8321 Counselor, Log Cabin Ranch is distinguished from class 8318 Counselor 2, in that the latter has lead responsibilities. Class 8321 Counselor, Log Cabin Ranch is further distinguished from class 8322 Senior Counselor, Juvenile Hall and Log Cabin Ranch in that the latter has supervisory responsibilities.

SUPERVISION EXERCISED

None.

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. Performs individual and group counseling to an assigned case load of residents.
2. Oversees and instructs crews of residents in a variety of planned work and vocational programs.
3. Prepares and maintains records and reports, including evaluations on the progress and performance of assigned residents, individual case records, incident reports, night reports, and other departmental forms and reports. Maintains and updates databases and case management systems.
4. Organizes and directs recreational and leisure programs, field trips, and group outings.
5. Oversees and counsels residents in the proper standards of personal conduct, cleanliness, and etiquette; communicates rules, policies, expectations, and consequences.
6. Transports residents for medical appointments court appearances, and recreational programs.

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Title: Counselor, Log Cabin Ranch (PERS)
Job Code: 8321

7. Maintains the security and safety of the facility at all times; maintains close supervision over residents to prevent escapes, self-injuries, accidents, fights, other negative incidents; and imposes discipline.

8. Responds and 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.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: crisis intervention, interviewing, and individual and group counseling principles and techniques.

Ability and Skill to: organize and oversee 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 others; communicate clearly, concisely, and effectively in individual or group situations.

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.

Education:

Possession of a baccalaureate degree from an accredited college or university.

Experience:

License and Certification:

Possession of a valid California driver license.

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate.

Substitution:

Experience as a counselor in a juvenile detention facility or experience involving the

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DEPARTMENT OF HUMAN RESOURCES**

Title: Counselor, Log Cabin Ranch (PERS)
Job Code: 8321

organization, detention, or supervision of youth groups in a recreational or correctional program may substitute for up to two (2) years of the education requirement on a year-for-year basis. One year of experience equals to thirty (30) semester units or forty-five (45) quarter units.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 8318 Counselor 2

ORIGINATION DATE: 3/26/1964

AMENDED DATE: 8/03/18

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN

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

Title: Senior Counselor, Juvenile Hall **and Log Cabin Ranch (PERS)**

Job Code: 8322

DEFINITION

Under general direction, the 8322 Senior Counselor, Juvenile Hall and Log Cabin Ranch oversees the operation, and maintenance of a juvenile court facility and/or long-term rehabilitation facility.

DISTINGUISHING FEATURES

Class 8322 Senior Counselor, Juvenile Hall and Log Cabin Ranch is distinguished from class 8318 Counselor 2 by the former's supervisory responsibilities.

SUPERVISION EXERCISED

Supervises subordinate counselors.

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. Provides supervision of juveniles at the Juvenile Hall and/or Log Cabin Ranch; plans and oversees the activities of staff members.
2. Develops, interprets, and enforces policies, methods, rules and regulations relating to the care of youth in custody; communicates with parents, counseling staff, probation personnel, psychologists, and others regarding the care, security, and rehabilitation of juveniles; maintaining a liaison with juvenile hall or ranch school staff.
3. Plans and oversees daily routines involving clean-up, bedding, general sanitation, and laundry at the ranch; evaluates reports of illness and injury and arranges for appropriate treatment.
4. Administers the receipt and censoring of incoming and outgoing mail; may receive and be responsible for safeguarding wards' money, valuables, and personal property.
5. Represents the Department when collaborating with other agencies; conducts tours.

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DEPARTMENT OF HUMAN RESOURCES**

Title: Senior Counselor, Juvenile Hall **and Log Cabin Ranch (PERS)**

Job Code: 8322

6. Conducts regular inspections to evaluate the sanitation and safety of living units and grounds; reviews log entries, watch lists, and the maintenance of records; and reports on damages, deterioration or malfunction of equipment. Patrols halls, units, entire ranch facility, and other areas to evaluate security of facilities and the overall well-being of youth in custody; confers with counselors on special behavioral problems and various disciplining methods; counsels emotionally disturbed or overly aggressive youths and confers with other departmental personnel on difficult cases; may be assigned to investigate and resolve juvenile grievances.
7. Reviews and approves all youth discipline along with the Director or as designated; conducts hearings for major violations; reviews staff reports for accuracy; and forwards reports for prosecution when crimes have been committed.
8. Prepares operational, progress, and related records and reports; evaluates reports; write court reports.
9. Facilitates the booking or admitting and releasing of children and reviews case records and official documents for proper entries; makes decisions on search status and classification for unit placement of new admissions.
10. Conducts and coordinates the initial training of new personnel and advanced on-going training of experienced counselors. Trains and evaluates new staff in the techniques and methods of individual and group counseling, recreation, athletics and supervision of large groups; notifies appropriate personnel regarding runaways from the facility.
11. Participates in counseling, disciplining and oversees difficult cases; submits reports regarding the progress of wards; confers with parents, probation officers, school department personnel and others in connection with the overall rehabilitation problems and the educational programs for juveniles; develops and conducts recreational and other special activities and programs. Makes recommendations relative to the graduation of wards from the ranch.
12. Develops annual work plans for subordinate personnel; conducts annual evaluations on the performance of subordinate employees.
13. Conducts investigations of incidents; provides discipline and counseling to staff.

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DEPARTMENT OF HUMAN RESOURCES**

Title: Senior Counselor, Juvenile Hall **and Log Cabin Ranch (PERS)**

Job Code: 8322

14. Maintains accountability of inventory of clothing, food, supplies, and equipment necessary for the operation of a ranch; Maintains accountability and control of facility issued keys, radios, and important documents. Reviews facility records and reports. Maintains and updates electronic databases and case management systems.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: group and individual counseling techniques as applied to adolescents; the laws and codes governing the care and custody of juveniles confined to detention facilities; professional principles that aid in the rehabilitation of delinquents; the policies and procedures of the Juvenile Court with specific application to living facilities; reporting requirements for suspected child abuse; emergency procedures and the ability to direct unit/institutional staff during major emergencies including basic first aid, CPR, and evacuation procedures; gang issues both in the facilities and in the community; city policies and procedures concerning harassment, discrimination, and violence in the workplace.

Ability and Skill to: Identify and enforce policies in safety and security issues, and make recommendations for improvement; supervise and direct activities of an institutional work force, train subordinate personnel, and direct and supervise the operations of detention living units; write clear and concise reports; exercise firm but appropriate discipline over juveniles and aid in their rehabilitation; operate a ranch; mediate and resolve inter-personal conflict between staff, as well as the ability to collaborate with other departments.

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.

Education:

Possession of a Bachelor's degree from an accredited college or university.

Experience:

Two (2) years of progressively responsible experience in counseling, disciplining, and care of delinquent or dependent children.

License and Certification:

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DEPARTMENT OF HUMAN RESOURCES**

Title: Senior Counselor, Juvenile Hall **and Log Cabin Ranch (PERS)**
Job Code: 8322

Possession of a valid California driver license.

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate.

Substitution:

Experience in counseling, disciplining and caring for delinquent or dependent children may substitute for up to two (2) years of the education requirement on a year-for-year basis. One (1) year of experience equals to thirty (30) semester units or forty-five (45) quarter units of college coursework.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 8318 Counselor 2

ORIGINATION DATE: 1/12/1961

AMENDED DATE: 8/19/65; 12/16/11; 08/03/18

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN

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

Title: Counselor, Juvenile Hall **(SFERS)**

Job Code: 8562

DEFINITION

Under general supervision, the 8562 Counselor, Juvenile Hall, is responsible for the care, custody, safety and welfare of juveniles detained at Juvenile Hall.

DISTINGUISHING FEATURES

Class 8562 Counselor, Juvenile Hall is distinguished from class 8566 Counselor 2 in that the latter acts in a lead capacity.

SUPERVISION EXERCISED

None.

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. Observes behavior of detainees in an assigned living unit; directs detainees in the upkeep of personal hygiene, during mealtimes, and while cleaning the unit; maintains appropriate close supervision over detainees to prevent negative incidents; provides appropriate discipline; consults with supervisors regarding disciplinary problems; conducts regular state mandated security checks of rooms; monitors visiting sessions to ensure the safety and security of detainees and counselors.
2. Inspects windows, locks doors when not in use, and keeps count of all detainees assigned to the unit; administers emergency first aid pending the arrival of medical staff; responds to emergency conditions which may require physically subduing and restraining hostile detainees to ensure the safety and security of the unit and the facilities.
3. Completes incident reports, behavior reports, individual case reports, and other departmental forms and reports; maintains the unit log book to ensure adherence to legal requirements. Maintains and updates electronic databases and case management systems.
4. Conducts ongoing individual and group counseling sessions with detainees by communicating rules, policies, expectations, and consequences; listens and responds to questions, concerns, complaints, and requests; provides assistance in working out problems to

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

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

assist detainees.

5. Directs leisure time activities; teaches and encourages good sportsmanship.
6. Transports residents to and from various locations; directs and controls residents' movement to ensure the safety and security of the residents.
7. Facilitates the admittance and release process of residents.
8. Confers with departmental personnel and representatives of outside agencies.

KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: crisis intervention, interviewing, and individual and group counseling principles and techniques.

Ability and Skill 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 others; communicate clearly, concisely, and effectively in individual or group situations.

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.

Education:

Possession of a baccalaureate degree from an accredited college or university.

Experience:

License and Certification:

Possession of a valid California driver license.

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate.

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

Title: Counselor, Juvenile Hall **(SFERS)**

Job Code: 8562

Substitution:

Experience as a counselor in a juvenile detention facility or experience involving the organization, detention, or suspension of youth groups in a recreational or correctional program may substitute for up to two (2) years of the education requirement on a year-for-year basis. One (1) year equals thirty (30) semester units or forty-five (45) quarter units.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 8566 Counselor 2; 8568 Senior Counselor, Juvenile Hall and Log Cabin Ranch

ORIGINATION DATE: 12/8/11

AMENDED DATE: 8/03/18

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN

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

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

DEFINITION

Under general supervision, the 8564 Counselor, Log Cabin Ranch, is responsible for the care, custody, safety and welfare of court ordered residents.

DISTINGUISHING FEATURES

Class 8564 Counselor, Log Cabin Ranch is distinguished from class 8566 Counselor 2, in that the latter has lead responsibilities. Class 8564 Counselor, Log Cabin Ranch is further distinguished from class 8568 Senior Counselor, Juvenile Hall and Log Cabin Ranch in that the latter has supervisory responsibilities.

SUPERVISION EXERCISED

None.

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. Performs individual and group counseling to an assigned case load of residents.
2. Oversees and instructs crews of residents in a variety of planned work and vocational programs.
3. Prepares and maintains records and reports, including evaluations on the progress and performance of assigned residents, individual case records, incident reports, night reports, and other departmental forms and reports. Maintains and updates databases and case management systems.
4. Organizes and directs recreational and leisure programs, field trips, and group outings.
5. Oversees and counsels residents in the proper standards of personal conduct, cleanliness, and etiquette; communicates rules, policies, expectations, and consequences.
6. Transports residents for medical appointments court appearances, and recreational programs.

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DEPARTMENT OF HUMAN RESOURCES**

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

7. Maintains the security and safety of the facility at all times; maintains close supervision over residents to prevent escapes, self-injuries, accidents, fights, other negative incidents; and imposes discipline.

8. Responds and 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.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: crisis intervention, interviewing, and individual and group counseling principles and techniques.

Ability and Skill to: organize and oversee 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 others; communicate clearly, concisely, and effectively in individual or group situations.

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.

Education:

Possession of a Bachelor's degree from an accredited college or university.

Experience:

License and Certification:

Possession of a valid California driver license.

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate.

Substitution:

Experience as a counselor in a juvenile detention facility or experience involving the

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

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

organization, detention, or supervision of youth groups in a recreational or correctional program may substitute for up to two (2) years of the education requirement on a year-for-year basis. One year of experience equals to thirty (30) semester units or forty-five (45) quarter units.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 8566 Counselor 2

ORIGINATION DATE: 12/8/11

AMENDED DATE: 8/03/18

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN

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

Title: Counselor 2 (SFERS)
Job Code: 8566

DEFINITION

Under direction, the 8566 Counselor 2 leads subordinate personnel engaged in the counseling and control of wards at the Juvenile Hall and oversees various activities and operations in the Juvenile Hall facility.

DISTINGUISHING FEATURES

Class 8566 Counselor 2 is distinguished from class 8562 Counselor, Juvenile Hall, in that the former has lead responsibilities in a unit. Class 8566 Counselor 2 is further distinguished from class 8568 Senior Counselor, Juvenile Hall and Log Cabin Ranch, by the latter's supervisory responsibilities.

SUPERVISION EXERCISED

Serves as a lead worker over subordinate counselors.

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. Leads the day-to-day operations of an assigned Juvenile Hall unit or other facility; provides continuity of operating policies and procedures from shift to shift; interprets departmental policies; explains and interprets subordinate staff difficulties to superiors; oversees food service, daily recreation, and housekeeping activities; operates the central control station and has shift responsibility for the use of the telephone, public address system and the alarm procedure.
2. Provides training to new counselors and subordinate personnel; ensures that established operating procedures are carried out effectively and efficiently; instructs counselors in communications with parents, probation officers and others for the purpose of obtaining information; expedites decisions regarding the discipline and control of wards.
3. Receives 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

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personal conduct and welfare of children in custody; submits verbal behavior progress reports; advises parents of their children's conduct and welfare; administers first aid and locates 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, are accounted for; supervises security procedures; supervising the movement and transportation of wards; handles hostile detainees; directs shakedowns of individuals in units; inspects and maintains the cleanliness and repair of living units; orders supplies needed for unit operations and supervises the economic use thereof.

5. Oversees the preparation and maintenance of departmental records and individual case reports; prepares or reviews log entries, discipline reports, incident forms and interoffice memos. Maintains and updates databases and case management systems.

KNOWLEDGE, 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 adolescents; the laws and codes governing the care and custody of juveniles confined to a detention facility; the policies and procedures regarding the operation of living facilities.

Ability and Skill 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 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.

Education:

Possession of a Bachelor's degree from an accredited college or university.

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Experience:

One (1) year of experience in counseling, disciplining and caring for delinquent or dependent children.

License and Certification:

Possession of a valid California driver license.

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate.

Substitution:

Experience in counseling, disciplining and caring for delinquent or dependent children may substitute for up to two (2) years of the required education on a year-for-year basis. One (1) year of experience will be considered equivalent to 30 semester units or 45 quarter units of college coursework.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 8568 Senior Counselor, Juvenile Hall and Log Cabin Ranch

From: 8562 Counselor, Juvenile Hall

ORIGINATION DATE: 12/18/11

AMENDED DATE: 8/03/18

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

BUSINESS UNIT(S): COMMN

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Title: Senior Counselor, Juvenile Hall and Log Cabin Ranch (SFERS)
Job Code: 8568

DEFINITION

Under general direction, the 8568 Senior Counselor, Juvenile Hall and Log Cabin Ranch oversees the operation, and maintenance of a juvenile court facility and/or long-term rehabilitation facility.

DISTINGUISHING FEATURES

Class 8568 Senior Counselor, Juvenile Hall and Log Cabin Ranch is distinguished from class 8566 Counselor 2 by the former's supervisory responsibilities.

SUPERVISION EXERCISED

Supervises subordinate counselors.

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. Provides supervision of juveniles at the Juvenile Hall and/or Log Cabin Ranch; plans, and oversees the activities of staff members.
2. Develops, interprets, and enforces policies, methods, rules and regulations relating to the care of youth in custody; communicates with parents, counseling staff, probation personnel, psychologists, and others regarding the care, security, and rehabilitation of juveniles; maintaining a liaison with juvenile hall or ranch school staff.
3. Plans and oversees daily routines involving clean-up, bedding, general sanitation, and laundry at the ranch; evaluates reports of illness and injury and arranges for appropriate treatment.
4. Administers the receipt and censoring of incoming and outgoing mail; may receive and be responsible for safeguarding wards' money, valuables, and personal property.
5. Represents the Department when collaborating with other agencies; conducts tours.

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6. Conducts regular inspections to evaluate the sanitation and safety of living units and grounds; reviews log entries, watch lists, and the maintenance of records; and reports on damages, deterioration or malfunction of equipment. Patrols halls, units, entire ranch facility, and other areas to evaluate security of facilities and the overall well-being of youth in custody; confers with counselors on special behavioral problems and various disciplining methods; counsels emotionally disturbed or overly aggressive youths and confers with other departmental personnel on difficult cases; may be assigned to investigate and resolve juvenile grievances.

7. Reviews and approves all youth discipline along with the Director or as designated; conducts hearings for major violations; reviews staff reports for accuracy; and forwards reports for prosecution when crimes have been committed.

8. Prepares operational, progress, and related records and reports; evaluates reports; write court reports.

9. Facilitates the booking or admitting and releasing of children and reviews case records and official documents for proper entries; makes decisions on search status and classification for unit placement of new admissions.

10. Conducts and coordinates the initial training of new personnel and advanced on-going training of experienced counselors. Trains and evaluates new staff in the techniques and methods of individual and group counseling, recreation, athletics and supervision of large groups; notifies appropriate personnel regarding runaways from the facility.

11. Participates in counseling, disciplining and oversees difficult cases; submits reports regarding the progress of wards; confers with parents, probation officers, school department personnel and others in connection with the overall rehabilitation problems and the educational programs for juveniles; develops and conducts recreational and other special activities and programs. Makes recommendations relative to the graduation of wards from the ranch.

12. Develops annual work plans for subordinate personnel; conducts annual evaluations on the performance of subordinate employees.

13. Conducts investigations of incidents; provides discipline and counseling to staff.

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14. Maintains accountability of inventory of clothing, food, supplies, and equipment necessary for the operation of a ranch; Maintains accountability and control of facility issued keys, radios, and important documents. Reviews facility records and reports. Maintains and updates electronic databases and case management systems.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: group and individual counseling techniques as applied to adolescents; the laws and codes governing the care and custody of juveniles confined to detention facilities; professional principles that aid in the rehabilitation of delinquents; the policies and procedures of the Juvenile Court with specific application to living facilities; reporting requirements for suspected child abuse; emergency procedures and the ability to direct unit/institutional staff during major emergencies including basic first aid, CPR, and evacuation procedures; gang issues both in the facilities and in the community; city policies and procedures concerning harassment, discrimination, and violence in the workplace.

Ability and Skill to: Identify and enforce policies in safety and security issues, and make recommendations for improvement; supervise and direct activities of an institutional work force, train subordinate personnel, and direct and supervise the operations of detention living units; write clear and concise reports; exercise firm but appropriate discipline over juveniles and aid in their rehabilitation; operate a ranch; mediate and resolve inter-personal conflict between staff, as well as the ability to collaborate with other departments.

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.

Education:

Possession of a Bachelor's degree from an accredited college or university.

Experience:

Two (2) years of progressively responsible experience in counseling, disciplining, and care of delinquent or dependent children.

License and Certification:

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Possession of a valid California driver license.

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate.

Substitution:

Experience in counseling, disciplining and caring for delinquent or dependent children may substitute for up to two (2) years of the education requirement on a year-for-year basis. One (1) year of experience equals to thirty (30) semester units or forty-five (45) quarter units of college coursework.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 8566 Counselor 2

ORIGINATION DATE: 12/16/11

AMENDED DATE: 08/03/18

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN