

**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](mailto: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](mailto: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

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

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

Title: **Counselor 2 (PERS)**  
Job Code: 8318

**DEFINITION**

Under direction, ~~the 8318 Counselor 2~~ in a lead ~~man~~ capacity 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; and supervises~~ **oversees** various activities and operations in the Juvenile Hall facility. 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**

**Class 8318 Counselor 2 is distinguished from class 8320 Counselor, Juvenile Hall, in that Employees in this class are assigned to a post position and the former has a lead responsibility in a unit 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 eClass 8318 Counselor 2 are is further distinguished from the next higher level class 8322 Senior Counselor, Juvenile Hall and Log Cabin Ranch, in that the by the latter's higher level carries full line 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. Acts as a ~~lead~~ **leads** man 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~~ **oversees** food **service**, and the conducting of daily recreation, and housekeeping activities; ~~man~~ **operates** the central control station and has shift responsibility for the use of the telephone, public address system and the alarm procedure.

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

**Title: Counselor 2 (PERS)**  
**Job Code: 8318**

~~2. Assists in orienting new counselors to the duties and responsibilities of their position; provides on the spot training of~~ to new counselors and subordinate personnel; ~~checks to ensure~~ that established operating procedures are carried out effectively and efficiently; ~~makes and assists~~ instructs counselors in making contacts with communications 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~~ 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 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 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~~ 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.

~~6. Performs related duties as assigned.~~

**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 ~~young children~~ and adolescents; the laws and codes governing the care and custody of juveniles confined to

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

Title: **Counselor 2 (PERS)**  
Job Code: 8318

a ~~county~~ detention facility; the policies and procedures of the ~~department~~ 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 ~~Requires completion of a four-year college or university, with a baccalaureate degree from an accredited college or university with major course work in a social science field.~~

#### Experience:

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

#### 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

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

Title: Counselor 2 (PERS)  
Job Code: 8318

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: 7/xx/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. ~~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 enroute 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 Class 8320 Counselor, Juvenile Hall is distinguished from Assistant Counselor by an increased level of responsibility. It is distinguished from the class 8318 Counselor II-2 in that the latter is in charge of a living unit within Juvenile Hall and performs at a higher level of responsibility acts in a lead capacity.~~

**SUPERVISION EXERCISED**

~~May be assigned to lead worker duties over Assistant Counselors and other Counselors~~ 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 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~~ maintains 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~~ conducts regular 15 minute state mandated security checks of rooms; ~~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~~ locks 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 the unit and the

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

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

**Job Code:** 8320

facilities detainees and counselors.

3. Prepares and maintains records and reports on detainees' attitudes, behavior, appearance, interests, progress, and needs by ~~completing~~ completing incident reports, behavior reports, individual case reports, and other departmental forms and reports as required; and by ~~maintaining~~ maintaining the unit log book in order to ensure adherence to legal requirements and maintain an accurate record of events. **Maintains and updates electronic databases and case management systems.**

4. Conducts on-going individual and group counseling sessions with detainees by communicating rules, policies, expectations, and consequences; by ~~listening~~ listening and ~~responding~~ responding appropriately to questions, concerns, complaints, and requests; and by ~~providing~~ 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~~ 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 teaches~~ and encourages good sportsmanship.

6. Supervises and/or ~~transports~~ transports residents en route to, and 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 residents' movement in order to ensure the safety and security of the residents. These activities may require transporting residents by car or van.~~

7. Assists **Facilitates** 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 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~~



CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

~~communicating by telephone or in person in order to maintain the safety and welfare of residents.~~

~~9. Performs related duties as assigned.~~

### 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; ~~to remain alert to potential problems, and handle emergency situations; establish and maintain effective relationships with others, 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 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:

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

#### Experience:

#### License and Certification:

~~Possession of a valid **California** driver license at the time of appointment. (California driver license must be maintained current during employment).~~

~~Possession of a valid **Cardiopulmonary Resuscitation (CPR)** certificate prior to appointment.~~

#### Substitution:

~~Verifiable **e**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~~

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

may be substituted 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; 7/XX/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 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 Class 8321 Counselor, Log Cabin Ranch is distinguished from class 8318 Counselor 2, in that the latter has lead responsibilities. ~~8323~~ Class 8321 Counselor, Log Cabin Ranch is further distinguished from class 8322 Senior Counselor, Juvenile Hall and Log Cabin Ranch in that the latter ~~perform~~has supervisory responsibilities and has an increased level of responsibility.

**SUPERVISION EXERCISED**

May be assigned to lead worker duties over other Counselors. ~~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; ~~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~~Oversees 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.~~ Maintains and updates databases and case management systems.

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

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

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~~ **Oversees** and counsels residents in the proper standards of personal conduct, cleanliness, and etiquette; ~~communicates rules, policies, expectations, and consequences.~~

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

8. Responds to ~~emergencies and crises;~~ **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.

9. ~~Performs related duties as assigned.~~

**KNOWLEDGE, SKILLS, AND ABILITIES**

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

Ability and Skill to: organize and ~~supervise~~ **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, ~~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 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)*

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

may apply to a particular position and will be stated on the exam/job announcement.

Education:

Requires ~~p~~Possession of a baccalaureate degree from an accredited college or university, with major course work preferably in Psychology, Sociology, Criminal Justice, Social Work or related fields.

Experience:

License and Certification:

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

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate prior to appointment.

Substitution:

~~Verifiable e~~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.  
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: 7/xx/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, assists in the 8322 Senior Counselor, Juvenile Hall and Log Cabin Ranch oversees the supervision, operation, and maintenance of a juvenile court facility and/or long-term rehabilitation facility (Log Cabin Ranch); ~~supervises recreational, training, and treatment programs; supervises subordinates in maintaining the custody and safety of juveniles; conducts staff meetings, as well as case conferences to evaluate the progress of juveniles; assists in the assignment and training of new personnel; responsible for evaluating staff and writing performance appraisals.~~

*Requires responsibility for assisting in developing, carrying out, interpreting, and enforcing policies, methods, rules and regulations relating to the care of youth in custody; making contacts 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; preparing operational, progress, and related records and reports; and evaluating reports. May be required to write court reports. Perform related duties as required.*

## DISTINGUISHING FEATURES

Class 8322 Senior Counselor, Juvenile Hall and Log Cabin Ranch is Incumbents in this position are distinguished by ~~exercising~~from class 8318 Counselor 2 by the former's firstlevel full-line supervisory responsibilities over subordinate Juvenile Hall and Log Cabin Ranch counseling staff, including teachers, kitchen personnel, engineers, and contracted or volunteer service providers. Incumbents in this class can be assigned responsibility for specific portions and/or projects of the facility and may serve as facility supervisor on an active shift in the absence of a Supervising Counselor, Assistant Director, or Director.

## 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~~Assists in the overall supervision of juveniles at the Juvenile Justice Center~~Hall

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

and/or Log Cabin Ranch; plans, ~~organizes and supervises~~ oversees the activities of staff members on a given shift. Assures that all policies, procedures, and laws are followed and that programs run on time.

2. ~~Requires responsibility for assisting in~~ Developing, carrying out, interpreting, and enforcing policies, methods, rules and regulations relating to the care of youth in custody; ~~making contacts~~ 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; ~~preparing operational, progress, and related records and reports; and evaluating reports. May be required to write court reports.~~

3. Plans and ~~supervises~~ oversees daily routines involving clean-up, bedding, and general sanitation; ~~plans and supervises daily routine involving~~ and laundry at the ranch; evaluates reports of illness and injury and arranges for appropriate treatment.

4. ~~Supervises~~ 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.

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, ~~cottages~~ 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; and evaluates~~ esing reports. May be required to write court reports.

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

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

~~7.~~ **9.** ~~Assists~~ **Facilitates** the booking or admitting and releasing of children and reviews case records and official papers **documents** for proper entries; makes decisions on search status and classification for unit placement of new admissions.

~~8.~~ **10.** Conducts and coordinates the initial training of new personnel and advanced on-going training of experienced counselors. ~~May be responsible for~~ **Trains** and ~~evaluates~~ **es** 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. ~~May conduct or be responsible for designating a staff person to conduct orientation to the ranch.~~

~~9.~~ **11.** ~~May personally~~ **Participates** in counseling, disciplining and **oversees** supervision of 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; ~~assists in develop~~ **ing** and ~~conducts~~ **ing** recreational and other special activities and programs. Makes recommendations relative to the graduation of wards from the ranch.

~~10.~~ **12.** Develops annual work plans for subordinate personnel; conducts annual evaluations on the performance of subordinate employees.

~~11.~~ **13.** Conducts ~~initial~~ investigations of ~~serious~~ incidents; provides discipline and counseling to staff ~~as needed~~.

~~12.~~ Produces and distributes daily/weekly schedules and assignments for direct co-workers and subordinates. ~~Responsible for approving or denying staff time off according to Policies and Procedures and hires replacement staff to assure staffing levels.~~

~~13.~~ **14.** Maintains accountability of inventory of clothing, food, supplies, and equipment necessary for the operation of a ranch.

~~14.~~ 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**



CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

Job Code: 8322

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 ~~safety and security issues~~, enforce policies in ~~these safety and security issues~~ areas, 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 ~~and perform additional administrative functions as the Director finds necessary~~; mediate and resolve inter-personal conflict between staff, as well as the ability to collaborate with other departments ~~(Court Personnel, SPY, School, Kitchen, Maintenance, and Community Based Agencies)~~.

### 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:

**Requires possession of a Bachelor's degree, with major course work in the social sciences field from an accredited college or university.**

#### Experience:

Two **(2)** years of progressively responsible experience in counseling, disciplining, and care of delinquent or dependent children, ~~or an equivalent combination of training and experience.~~

#### 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 education requirement on a year-for-year basis. One (1) year of experience equals to thirty (30) semester units or forty-five (45)**

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

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; 07/xx/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 (SFERS)  
Job Code: 8568

## DEFINITION

Under general direction, assists in the 8568 Senior Counselor, Juvenile Hall and Log Cabin Ranch oversees the supervision, operation, and maintenance of a juvenile court facility and/or long-term rehabilitation facility (Log Cabin Ranch); ~~supervises recreational, training, and treatment programs; supervises subordinates in maintaining the custody and safety of juveniles; conducts staff meetings, as well as case conferences to evaluate the progress of juveniles; assists in the assignment and training of new personnel; responsible for evaluating staff and writing performance appraisals.~~

*Requires responsibility for assisting in developing, carrying out, interpreting, and enforcing policies, methods, rules and regulations relating to the care of youth in custody; making contacts 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; preparing operational, progress, and related records and reports; and evaluating reports. May be required to write court reports. Perform related duties as required.*

## DISTINGUISHING FEATURES

Class 8568 Senior Counselor, Juvenile Hall and Log Cabin Ranch is Incumbents in this position are distinguished by ~~exercising from class 8566 Counselor 2 by the former's~~ first level full-line supervisory responsibilities over subordinate Juvenile Hall and Log Cabin Ranch counseling staff, including teachers, kitchen personnel, engineers, and contracted or volunteer service providers. Incumbents in this class can be assigned responsibility for specific portions and/or projects of the facility and may serve as facility supervisor on an active shift in the absence of a Supervising Counselor, Assistant Director, or Director.

## 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 ~~Assists in the overall supervision of juveniles at the Juvenile Justice Center~~ Hall

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

Job Code: 8568

and/or Log Cabin Ranch; plans, ~~organizes and supervises~~ oversees the activities of staff members on a given shift. Assures that all policies, procedures, and laws are followed and that programs run on time.

2. ~~Requires responsibility for assisting in~~ Developing, carrying out, interpreting, and enforcing policies, methods, rules and regulations relating to the care of youth in custody; ~~making contacts~~ 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; ~~preparing operational, progress, and related records and reports; and evaluating reports. May be required to write court reports.~~

3. Plans and ~~supervises~~ oversees daily routines involving clean-up, bedding, and general sanitation; ~~plans and supervises daily routine involving~~ and laundry at the ranch; evaluates reports of illness and injury and arranges for appropriate treatment.

4. ~~Supervises~~ 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.

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, ~~cottages~~ 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; and evaluating reports. May be required to write court reports.~~

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

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

Job Code: 8568

~~7.~~ 9. ~~Assists~~ **Facilitates** the booking or admitting and releasing of children and reviews case records and official papers documents for proper entries; makes decisions on search status and classification for unit placement of new admissions.

~~8.~~ 10. Conducts and coordinates the initial training of new personnel and advanced on-going training of experienced counselors. ~~May be responsible for t~~ 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. ~~May conduct or be responsible for designating a staff person to conduct orientation to the ranch.~~

~~9.~~ 11. ~~May personally~~ Participates in counseling, disciplining and ~~supervision of~~ 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; ~~assists in develop~~ sing and conducts recreational and other special activities and programs. Makes recommendations relative to the graduation of wards from the ranch.

~~10.~~ 12. Develops annual work plans for subordinate personnel; conducts annual evaluations on the performance of subordinate employees.

~~11.~~ 13. Conducts ~~initial~~ investigations of ~~serious~~ incidents; provides discipline and counseling to staff ~~as needed~~.

~~12.~~ Produces and distributes daily/weekly schedules and assignments for direct co-workers and subordinates. Responsible for approving or denying staff time off according to Policies and Procedures and hires replacement staff to assure staffing levels.

~~13.~~ 14. Maintains accountability of inventory of clothing, food, supplies, and equipment necessary for the operation of a ranch; -

~~14.~~ 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**

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

Job Code: 8568

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 ~~safety and security issues~~, enforce policies in ~~these safety and security issues~~ areas, 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 ~~and perform additional administrative functions as the Director finds necessary~~; mediate and resolve inter-personal conflict between staff, as well as the ability to collaborate with other departments ~~(Court Personnel, SPY, School, Kitchen, Maintenance, and Community Based Agencies)~~.

### 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:

~~Requires p~~Possession of a Bachelor's degree from an accredited college or university,  
~~with major course work in the social sciences field.~~

#### Experience:

Two **(2)** years of progressively responsible experience in counseling, disciplining, and care of delinquent or dependent children, ~~or an equivalent combination of training and experience.~~

#### 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 education requirement on a year-for-year basis. One (1) year of experience equals to thirty (30) semester units or forty-five (45)

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

quarter units of college coursework.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

From: 8566 Counselor 2

ORIGINATION DATE: 12/16/11

AMENDED DATE: 07/xx/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. ~~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 enroute 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 Class 8562 Counselor, Juvenile Hall is distinguished from Assistant Counselor by an increased level of responsibility. It is distinguished from the class 8566 Counselor II-2 in that the latter is in charge of a living unit within Juvenile Hall and performs at a higher level of responsibility acts in a lead capacity.~~

**SUPERVISION EXERCISED**

~~May be assigned to lead worker duties over Assistant Counselors and other Counselors~~ 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 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~~ maintains 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~~ conducts regular 15 minute state mandated security checks of rooms; ~~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~~ inspects windows, ~~keeping~~ locks doors locked when not in use, and ~~keeping~~ counts count of all detainees assigned to the unit; ~~by administering~~ administers emergency first aid pending the arrival of medical staff; ~~and by responding~~ responds to emergency conditions which may require physically subduing and restraining hostile detainees in order to ensure the safety and security of the unit and the



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

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

**Job Code:** 8562

facilities detainees and counselors.

3. Prepares and maintains records and reports on detainees' attitudes, behavior, appearance, interests, progress, and needs by ~~completing~~ completes incident reports, behavior reports, individual case reports, and other departmental forms and reports as required; and by ~~maintaining~~ maintains the unit log book in order to ensure adherence to legal requirements and maintain an accurate record of events. **Maintains and updates electronic databases and case management systems.**

4. Conducts on-going individual and group counseling sessions with detainees by communicating rules, policies, expectations, and consequences; by ~~listening~~ listens and ~~responding~~ responds appropriately to questions, concerns, complaints, and requests; and by ~~providing~~ provides 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~~ 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 teaches~~ organizes, instructs, coaches, and supervises and encourages good sportsmanship.

6. Supervises and/or ~~transports~~ transports residents en route to, and 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 residents' movement in order to ensure the safety and security of the residents. These activities may require transporting residents by car or van.~~

7. ~~Assists~~ **Facilitates** 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 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~~

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

**Job Code:** 8562

~~communicating by telephone or in person in order to maintain the safety and welfare of residents.~~

~~9. Performs related duties as assigned.~~

### 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; ~~to remain alert to potential problems, and handle emergency situations; establish and maintain effective relationships with others, 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 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:

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

#### Experience:

#### License and Certification:

~~Possession of a valid **California** driver license at the time of appointment. (California driver license must be maintained current during employment).~~

~~Possession of a valid **Cardiopulmonary Resuscitation (CPR)** certificate prior to appointment.~~

#### Substitution:

~~Verifiable **e**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~~

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

**Job Code:** 8562

may be substituted 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:** **7/XX/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 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 **Class 8564** Counselor, Log Cabin Ranch is distinguished from **class 8566 Counselor 2, in that the latter has lead responsibilities.** <sup>8323</sup> **Class 8564 Counselor, Log Cabin Ranch is further distinguished from class 8568** Senior Counselor, ~~Juvenile Hall and~~ Log Cabin Ranch in that the latter ~~perform~~has supervisory responsibilities and has an increased level of responsibility.

**SUPERVISION EXERCISED**

May be assigned to lead worker duties over other Counselors. ~~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; ~~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~~Oversees 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.~~ **Maintains and updates databases and case management systems.**

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

**Title: Counselor, Log Cabin Ranch (SFERS)**

**Job Code: 8564**

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~~ Oversees and counsels residents in the proper standards of personal conduct, cleanliness, and etiquette; ~~communicates rules, policies, expectations, and consequences.~~

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

8. Responds to ~~emergencies and crises;~~ 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.

9. ~~Performs related duties as assigned.~~

**KNOWLEDGE, SKILLS, AND ABILITIES**

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

Ability and Skill to: organize and ~~supervise~~ 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, ~~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 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)*

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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

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.~~

Experience:

License and Certification:

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

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate prior to appointment.

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.~~  
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: 7/xx/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 in a lead man capacity 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; and supervises oversees various activities and operations in the Juvenile Hall facility. 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

Class 8566 Counselor 2 is distinguished from class 8562 Counselor, Juvenile Hall, in that Employees in this class are assigned to a post position and the former has a lead responsibility in a unit 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 8566 Counselor 2 are is further distinguished from the next higher level class 8568 Senior Counselor, Juvenile Hall and Log Cabin Ranch, in that the by the latter's higher level carries full line 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. Acts as a Lead man 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 oversees food service, and the conducting of daily recreation, and housekeeping activities; man operates the central control station and has shift responsibility for the use of the telephone, public address system and the alarm procedure.

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

**Title: Counselor 2 (SFERS)  
Job Code: 8566**

~~2. Assists in orienting new counselors to the duties and responsibilities of their position; provides on the spot training of~~ to new counselors and subordinate personnel; ~~checks to ensure~~ that established operating procedures are carried out effectively and efficiently; ~~makes and assists~~ instructs counselors in making contacts with communications 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~~ 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 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 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~~ 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.

~~6. Performs related duties as assigned.~~

**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 ~~young children~~ and adolescents; the laws and codes governing the care and custody of juveniles confined to



CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

Title: Counselor 2 (SFERS)  
Job Code: 8566

a county detention facility; the policies and procedures of the department 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 ~~Requires completion of a four-year Bachelor's degree from an accredited college or university, with a baccalaureate degree with major course work in a social science field.~~

#### Experience:

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

#### 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

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

Title: Counselor 2 (SFERS)  
Job Code: 8566

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: 7/xx/18

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

BUSINESS UNIT(S): COMMN