DESCRIPTION OF WORK
Work in this class involves responsibility for the total operation of a large complex medium or close-custody institution which includes: custody, programs, food service, fiscal, training, human resources administration and maintenance. These facilities house the more specialized and most complex inmate population (e.g., youth, mental health, intensive management or a combination of these) or a large diversified transient population. This management role requires extensive knowledge and innovation related to the complexity in the medical and mental health mission, out-patient clinics and infirmaries. At this level there will be a greater variety of training needs such as: cell searches, use of stun shield; multi-level problem solving; higher level control devices and electronic security upkeep. At this level employees may have all custody levels to manage. Employees report to a Regional Correctional Administrator.

The medium-custody institutions are larger in size and scope than is seen at the Correctional Facility Superintendent III level. Institutions utilizing this class have over 700 inmates and over 350 staff. The medium-custody institutions typically have restrictive housing and other specialized populations such as: geriatric, mental health, or handicapped population. The close-custody institutions using this classification are the largest most complex close-custody institutions with over 700 inmates and over 350 staff. These close custody institutions house the most violent inmates and this role provides management oversight to a large percentage of security threat groups. All the close-custody institutions have restrictive and controlled housing, which may include one or more housing units within the institution.

EXAMPLES OF DUTIES PERFORMED
Develops and implements long-range plans for the institution to include future missions, programming, and operational needs. Ensures facility operates within assigned budget, reviews expenditures within the institution, and provides justification when additional funds may be required. Oversees future budgetary needs for maintenance and repair at the facility and provides input for the continuation budget. Serves as community liaison with work release, community volunteer programs and labor contracts. Makes frequent modifications of custody and operational plans based upon high percentage of security threat groups. Routinely meets with staff regarding the status of security threat groups and intelligence gathered. Monitors and develops strategies to combat gang activities within the facility. Responsible for the preparation and completion of records and reports related to the facility.

RECRUITMENT STANDARDS

Knowledge, Skills and Abilities
Extensive knowledge of inmate custody and program management in correctional settings. Extensive knowledge of inmate custody practices and procedures to include knowledge of inmate rehabilitation. Extensive knowledge of the principles of administration involved in operating a state correctional facility. Extensive knowledge of restrictive housing policies and procedures, including placement, continuation, promotion, and release from restrictive housing. Extensive knowledge of security threat groups. Extensive knowledge of effective management and supervision practices. Some knowledge of basic human psychology applicable to an inmate population. Skill in motivating, coaching, and leading employees. Skill in effective communication with a wide variety of employees and inmates. Ability to think clearly and act appropriately during emergencies or other non-routine events.

Minimum Education and Experience
Bachelor’s degree from an appropriately accredited institution and four years of supervisory, administrative, or consultative experience in corrections or related work, or an equivalent combination of education and experience.

Necessary Special Requirements
Must be eligible for certification by the N.C. Criminal Justice Education & Training and Standards Commission.

Special Note
This is a generalized representation of positions in this class and is not intended to identify essential functions per the Americans with Disabilities Act. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.