

## **Youth Services Officer - Support Services Worker**

### **Definition:**

Under direction, to have charge of the cleaning, maintenance, and issuance of linen, clothing, and housekeeping supplies in the youth facilities of the Probation Department. Incumbents have the responsibility to supervise youth in the performance of housekeeping duties; enforcing security and disciplinary measures; and reporting on the behavior and attitudes of the youth under their direct supervision.

This classification requires the incumbent to work any shift within a 24-hour period, 80 hours in a two-week period, and be able to commute and work in outlying County areas.

### **Essential Functions:**

- Requisitions and adequate supplies of linen and other housekeeping supplies; prepares, mends, and launders linen and clothing.
- Assembles and issues clothing of the correct size.
- Delegates specific jobs to youth under direct supervision.
- Instructs employees and youth in the proper use of equipment, and in proper laundry methods, and cleaning agents.
- Writes reports as required.
- Maintains records of issued tools and laundry.
- Evaluates equipment operation and requests maintenance.
- Enforces safety regulations.
- Monitors and secures laundry room areas.
- Assists in training new employees.
- Recognizes youth disabilities, reports observations, and seeks and implements appropriate services.
- Maintains a trauma informed approach to youth interactions.
- May physically intervene in altercations among youth when reasonable and necessary and respond to other situations within the facilities.
- Restrains individuals for the purpose of arrest and/or detention.
- Maintains the security of assigned areas; operates security doors and gates
- Writes reports concerning youth's attitudes, behavior and adjustment.
- Performs other job related duties as assigned.

### **Employment Standards**

Revised Job Description  
October 2022  
Item #3599  
Previously 3542

High School Diploma, G.E.D. or equivalent and one (1) year of experience that would provide the knowledge and skills to supervise youth, or perform support services to include laundry, sewing and cleaning.

Possession of a valid Class C California Driver's license.

**Knowledge of:** approved cleaning equipment, supplies and methods; knowledge of housekeeping methods; and knowledge of basic measurement scales; basic report writing; Standard English usage for grammar, punctuation, and spelling.

**Ability to:** follow both oral and written directions; communicate effectively; estimate need for housekeeping supplies; operate commercial washers, dryers, and sewing machines; read product labels and safety precautions; record information and maintain records; maintain cooperative working relationships; control and direct youth individually and in groups; write clear and concise reports; communicate orally in English; appropriately de-escalate volatile situations; and develop effective working relationships with employees and individuals representing other public or social service agencies.

**Additional Qualifications:**

Applicants must be citizens of the United States or a permanent resident alien who is eligible for and has applied for citizenship. Applicants must have a reputation for honesty and trustworthiness. A felony conviction will be disqualifying; convictions or misdemeanors and/or traffic offenses will be assessed on a case-by-case basis. Appointees will be fingerprinted and will be required to pass an extensive background investigation.

**Knowledge of:** approved cleaning equipment, supplies and methods; knowledge of housekeeping methods; and knowledge of basic measurement scales;

**Ability to:** follow both oral and written directions; ability to communicate effectively; ability to estimate need for housekeeping supplies; ability to operate commercial washers, dryers, and sewing machines; ability to read product labels and safety precautions; ability to record information and maintain records; ability to maintain cooperative working relationships; ability to control and direct juveniles individually and in groups; and ability to write clear and concise reports.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.