

## **JOB DESCRIPTION**

**JOB TITLE:** Electronic Monitoring Technician

**JOB RESPONSIBILITIES:** Responsible for the direct supervision of clients in the program via internet based monitoring servers. Responsible to perform installation and maintenance on all electronic monitoring (EM) equipment types.

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### **Essential functions of this job include, but are not limited to:**

Effectively implements Agency and program policies and procedures.

Secures facility keys in designated area at all times.

Reads, initials, and dates all shift reports since last shift within the first 60 minutes of the shift.

Reads, initials, and dates all staff meeting minutes, if not in attendance for actual meeting.

Checks all perimeter doors at the end of 3:00 PM to 11:00 PM shift to ensure they are locked and alarms are armed. Records results of check on shift report each shift.

Performs radio checks at the onset of each shift. Reports all radio issues/problems to supervisor.

Documents unusual activity, vandalism, maintenance issues, injuries, and medical concerns as needed. Notifies appropriate supervisor as necessary.

Effectively communicates emergency situations in a timely manner to Program Manager, Program Administrator, Program Facilitator, or designee as required.

Effectively communicates emergency situations in a timely manner to co-workers and a facility supervisor as required. Completes required documentation in an accurate and timely manner.

Notifies a facility supervisor immediately when law enforcement and/or fire department/EMS personnel are called to the facility.

Notifies a facility supervisor when law enforcement agencies call the facility requesting client information.

Maintains accurate and timely whereabouts of all clients assigned to the program. Calls clients to verify whereabouts. Notifies appropriate facilities and outside agencies of any unauthorized client activities.

Accurately enters clients' schedules into monitoring computers as needed.

Communicates pertinent client information via email system at various times during work shift and/or as needed.

Organizes and prepares client intake packets.

Completes scheduled activities to include: intakes and installation of equipment, alco-sensor tests, urine drug screens, fire drills, and emergency procedures in accordance with established policies and procedures.

Performs intake procedures accurately and in a timely manner to include: showing video, explaining rules, reviewing background information, ensuring releases of information are signed, and answering client questions.

Verifies installation process through the monitoring system. Ensures that all new intakes are being properly monitored at the end of each shift.

Completes accurate data entry to include, but not limited to: clients' logs, alerts, incident reports, alco-sensor results, urine drug screens, and shift reports.

Records pertinent data regarding client and assigned equipment. Enters accurate data into the monitoring system including, but not limited to: client information, work schedules and in-home alcohol testing schedules.

Issues accurate receipts for the deposit of client fees. Secures money in the facility safe.

Follows up with EM Program Administrator regarding corrections of any errors found in the client database.

Answers telephones in the absence of the receptionist. Answers calls courteously and professionally, directs calls appropriately, and takes accurate messages as necessary.

Effectively communicates pertinent information at shift change to coworkers and/or program management staff.

Maintains confidentiality of client files and individual client logs.

Opens and maintains productive communication with clients while maintaining a professional relationship with clients.

Intervenes as necessary to protect clients from injuring other clients and/or themselves.

Interacts professionally with staff, visitors, the public, and clients.

Remains at his/her post until relieved by another employee. If required to work additional hours, notifies appropriate supervisor to secure approval.

Assists in obtaining shift coverage if taking time off.

Completes accurate investigations of clients' whereabouts by contacting local hospitals and jails. Documents all findings in ORION and monitoring system in an accurate and timely manner.

Receives and cleans returned equipment from clients. Fills out appropriate paperwork, deletes returned equipment from the assigned client in the monitoring system, and logs deletion of equipment in ORION.

Performs an accurate weekly inventory of equipment needed for hook ups. Communicates this information in a timely manner to the on-site Sentinel staff person.

Is familiar with all EM monitoring equipment to include, but not limited to: Radio Frequency (RF), cellular, Global Positioning System (GPS), Remote Breath Unit and Secure Continuous Remote Alcohol Monitor (SCRAM) equipment.

Troubleshoots any equipment problems as needed. Performs service calls to check on equipment status/working condition as requested by Caseworkers, security company, and/or if the equipment is not properly installed.

Conducts the collection of urine drugs screens and administers alco-sensor tests. Enters them into ORION in an accurate and timely manner in accordance with Agency policies and procedures.

Completes filing as needed on the 11:00 PM to 7:00 AM shift.

Fills in at other facilities as needed and/or directed by supervisor(s).

Assists with the implementation of program policies and procedures.

Devises effective, direct routes to accomplish hook ups to be completed outside of the facility on an as needed basis.

Obeys traffic laws. Accurately records mileage and submits Local Mileage Reimbursement form to supervisor for approval.

Assists the on-site Sentinel staff person with the packaging of equipment to be returned.

Assists with and accurately documents job checks by phone as needed.

Asks for appropriate identification and ensures outside visitors, guests, law enforcement, etc., sign the appropriate sign in sheet. Pats down and searches individuals as necessary.

Keeps staff post area clean and free of clutter. Monitors and maintains appropriate needed supplies and forms.

Remains awake and alert while on duty at all times to ensure the responsiveness to staff, client and/or facility needs.

## **COMMUNICATION AND INTERPERSONAL SKILLS**

Facilitates and maintains productive communication while maintaining a professional, prosocial relationship with clients and employees.

Maintains appropriate boundaries with clients as outlined in Agency Code of Ethics and other policies.

Expresses empathy regarding client situations as appropriate.

Recognizes antisocial thinking and behaviors. Addresses them immediately, positively, and in a non-threatening manner.

Acknowledges clients' prosocial behaviors and generates a reward report if warranted.

De-escalates potentially volatile situations between clients when necessary utilizing cognitive-based intervention strategies.

Effectively communicates pertinent information at shift change to co-workers and/or program management staff (e.g., client hospitalizations, suicide watches, federal incident reports, AWOL/escaped clients, and unknown whereabouts). Communicates pertinent client information via email system at various times during work shift and/or as needed.

Maintains telephone coverage during hours on duty. Answers calls courteously and professionally, directs calls appropriately, and takes accurate messages as necessary.

Interacts professionally with employees, visitors, guests, law enforcement, court, and safety personnel.

## **MODELING SKILLS**

Speaks positively about the program, Agency, and employees.

Speaks positively about programming, law enforcement, courts, and the law in general.

Displays prosocial thinking and prosocial behavior.

Demonstrates respect toward employees and clients.

## **KNOWLEDGE**

Facilitates groups as assigned or directed.

Assists clients in role playing difficult situations to achieve a more positive result.

Demonstrates an understanding of the principles of cognitive-behavioral therapy.

Assists clients in efforts to problem solve.

Demonstrates an understanding of the principles of social learning.

## **OTHER**

Ensures clients' rights are upheld. Maintains client and staff confidentiality according to Agency policies and procedures; state law; and federal regulations to include Confidentiality on Alcohol and Drug Abuse Patients Records, 42 C.F.R. Part 2 and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Parts 160 and 164.

Complies with all Agency security standards, including procedures and electronic equipment/devices.

Attends staff meetings and required training sessions.

Obtains required training hours.

This job description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other duties requested by his/her supervisor.

Regular work schedule of 40 hours per week which may include weekends (designated full-time Electronic Monitoring Technicians).

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## **STRENGTH RATING/**

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; climb and balance; and talk and hear. The employee is frequently required to sit; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust to focus.

## **WORK**

**ENVIRONMENT:** While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate.

**QUALIFICATIONS:**

High School diploma or equivalent required. Associate's Degree in human services field preferred. Relevant job experience may be substituted for preferred college degree. An aptitude with current technology preferred. Must possess a valid Ohio driver's license, reliable transportation, and a driving record that does not preclude the employee from being covered by Agency liability insurance. Must possess exceptional clerical, office, organizational, and prioritizations skills. Must have the ability to effectively work with Agency employees, outside contacts, and a diverse client population.