


## Buncombe County Sheriff's Office

	<b>Policy Number:</b> 203	<b>Effective Date:</b> August 5 <sup>th</sup> , 2020
	<b>Subject/Title:</b> EMPLOYEE SUPERVISION	
	<b>Rescinds:</b> Not Applicable; New Policy	
	<b>Approved:</b> Sheriff Quentin Miller	

### **203.1 PURPOSE AND SCOPE**

This policy provides guidelines for the proper supervision of Buncombe County Sheriff's Office employees. This policy also provides for the appointment of a Duty Officer and acting shift supervisors.

### **203.2 POLICY STATEMENT**

Supervisors, including but not limited to Section Leaders, should ensure adequate and proper supervision is provided to their subordinates and any other direct supervisees. Division Commanders should also ensure adequate and proper supervision is provided to employees within their Divisions; this includes the appointment of Duty Officers for each shift in coordination with their Section Leaders.

### **203.3 SUPERVISION STAFFING LEVELS**

#### **203.3.1 SECTION LEADER RESPONSIBILITIES**

Section Leaders for each Section shall coordinate with their Division Commanders to establish a supervision staffing plan for use within their Sections.

If at any time a Section Leader reasonably believes the Section lacks sufficient resources to provide proper supervision staffing levels, the Section Leader may:

- a) Appoint a temporary supervisor.
- b) Reach out to other Section Leaders for assistance in temporary coverage.

Section Leaders appointing temporary supervisors, or who are otherwise lacking sufficient resources to provide sufficient supervision staffing levels with their Sections shall also notify the Division Commander over their Section as soon as is practicable, both verbally, and in writing by the use of inter-Office email.

#### **203.3.2 DIVISION COMMANDER RESPONSIBILITIES**

Division Commanders shall ensure each of their Section Leaders' staffing plans provide for the proper supervision of all Section members.

Division Commanders shall also ensure appropriate span/s of control and appropriate resulting workloads exist within each Section within their respective Division/s. In approving each Section Leader's staffing plan, Division Commanders should consider both the needs of the Section's and the Division's employees, as well as the needs of the Office as a whole.

### **203.3.3 EMPLOYEE RESPONSIBILITIES**

Employees who reasonably believe they are unequipped or poorly-equipped to perform any assigned task, including a supervisory role, shall consult the provisions outlined in the Compliance with Orders policy and the Employee Notifications and Grievances policy and act accordingly. In no case should an employee fail to notify a supervisor when the employee is unequipped or poorly-equipped to perform an assigned task or in an assigned role.

### **203.4 SPECIAL SUPERVISOR TYPES**

Supervisors typically include members of a Division's chain of command; however, the following special supervisor designations shall exist with the Office.

#### **203.4.1 DUTY OFFICERS**

Division Commanders should, in coordination with their Section Leaders, designate for each shift within their Division a Duty Officer who will serve as the Shift Supervisor and manage the Division in the absence of the Division's chain of command. Duty Officers should be designated to cover, at a minimum, the following shifts:

- Workdays: Enforcement Nights/Detention Nights
- Weekends:
  - Enforcement Days/Detention Days
  - Enforcement Nights/Detention Nights
- Holidays:
  - Enforcement Days/Detention Days
  - Enforcement Nights/Detention Nights

Duty Officers should be employees who are competent to manage the Division as a whole and to make necessary decisions consistent with the Office Policy Manual, Office Standard Operating Procedures, the law, and best practice.

##### **203.4.1.1 DUTY OFFICER UNAVAILABILITY**

If at any point the Duty Officer is unable to fulfill all necessary supervision duties due to the Duty Officer's response to another incident or the Duty Officer's incapacitation, the Duty Officer should designate an acting Duty Officer.

##### **203.4.1.2 DUTY OFFICER DESIGNATION OF TEMPORARY SUPERVISORS**

Duty Officers or their designees may designate qualified employees, including lower-ranking employees, as temporary supervisory employees when a temporary supervisory employee is necessary to accommodate unforeseen operational circumstances or emergency response. Duty Officers may also designate temporary supervisory employees to address irregular occurrences such as employee absences due to training or illness.

#### **203.4.2 SHIFT SUPERVISOR RESPONSIBILITIES**

Shift Supervisors, who depending on their shift, may or may not also be designated as Duty Officers, are vested with the authority and responsibility for the operation of their assigned Section or shift and report to their assigned Duty Officer.

Shift Supervisor responsibilities may include but are not limited to:

- Ensuring sufficient personnel is assigned and deployed to accomplish the mission of the Section or shift.
- Establishing service response and priorities.
- Completing inspections of Office employees and Office property.
- Ensuring security for Office facilities.
- Engaging in command oversight of, and response to, unusual and significant incidents (e.g., crime scenes, injury reports, disasters.)
- Reviewing deputy reports and confirming the collection of related evidence.
- Engaging in the initial stages of administrative investigations and/or complaint responses, which may include but are not limited to, preservation of records and electronic media, fact-gathering, and review and completion of citizen complaint documentation.
- Acting as the Public Information Officer if so temporarily designated by the Duty Officer.
- Coordinating assistance to or from other agencies.
- Managing Office risk exposure by enforcing compliance with the Policy Manual, standard operating procedures, the law, and best practice.
- Activating any necessary response protocols in coordination with the Duty Officer, e.g., emergency operations, major incident notifications.
- Briefing the Duty Officer and other command staff before completing of shift.

##### **203.4.2.1 TEMPORARY SUPERVISOR DESIGNATION BY SHIFT SUPERVISORS**

Shift Supervisors or their designees may designate qualified employees, including lower-ranking employees, as temporary supervisory employees when a temporary supervisory employee is necessary to accommodate unforeseen circumstances or emergency response. When practicable, Shift Supervisors should seek assistance from their Duty Officers before designating temporary supervisory employees.

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