Isaiah Moreno

Juvenile Supervision Officer

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SUMMARY

Juvenile supervision officer with 1 year in a county juvenile detention center and 2 years of youth program work before that. Keeps youth safe through constant youth supervision, behavior management and calm crisis de-escalation. TJJD-certified, with strong interpersonal skills and careful incident documentation.

EXPERIENCE

Juvenile Supervision Officer

09/2025 - Present

Travis Hills Juvenile Justice Center — Austin, TX

County juvenile detention and post-adjudication facility with 120 beds.

- Monitor a 12-youth pod on day shift, completing room checks every 15 minutes and **3** formal counts.
- Lead group facilitation sessions on coping skills and school readiness with 8-12 youth each afternoon.
- Document behavior, incidents and point levels in the case management system before shift change.
- Respond to 10+ crisis calls a month on other units using SAMA de-escalation and restraint methods.

Youth Program Counselor

06/2023 - 08/2025

Capital City Youth Center — Austin, TX

After-school and summer program for 150 youth.

- Guided daily activities for groups of 20 middle school youth, from homework help to sports.
- Mediated conflicts between youth and met with parents on 30+ behavior plans.
- Filed 6 reports with Child Protective Services under the center's mandated reporting policy.
- Tracked attendance and incident logs in Google Sheets for weekly staff meetings.

SKILLS

Youth Supervision

Behavior Management

Crisis De-escalation

Group Facilitation

Incident Documentation

Room Checks

Mandated Reporting • CPR

Interpersonal Skills

EDUCATION

Associate of Arts

05/2023

Austin Community College

Austin, TX

Psychology

CERTIFICATES

Juvenile Supervision Officer Certification

Texas Juvenile Justice Department

03/2026

SAMA Restraint Training

Satori Alternatives to Managing Aggression

10/2025

CPR/First Aid

American Red Cross

09/2025