



<b>WORKING TITLE:</b> JUVENILE PROBATION MANAGER	<b>CLASSIFICATION:</b> COMMUNITY JUSTICE MANAGER
<b>DEPARTMENT:</b> COMMUNITY JUSTICE	<b>DIVISION:</b> JUVENILE PROBATION
<b>PAY RANGE:</b> NBYCM 27	<b>FLSA CATEGORY:</b> EXEMPT
<b>PHYSICAL REQUIRMENTS:</b> ATTACHED	<b>WORKERS COMP CODE:</b> 7720
<b>PPE:</b> PER WORK LOCATION	<b>REVISION DATE:</b> JULY 2014

### **JOB DESCRIPTION**

**GENERAL STATEMENT OF DUTIES:**

Oversees day-to-day operations of Juvenile Probation services, its supporting programs and juvenile courts. Provides direct supervision of Juvenile Probation Officers within the department. Performs professional correctional and social casework of an advanced nature in investigation, counseling, adjustment, rehabilitation, and guidance of youth with behavior problems and those coming to the attention of the juvenile court.

**SUPERVISION RECEIVED:**

Work is performed with considerable independent judgment under the supervision of the Director of the Department of Community Justice.

**SUPERVISION EXERCISED:**

Exercises full supervision over all assigned personnel including volunteers, interns, probation officer aides, and probation officers.

**DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:**

- Plans, prioritizes, assigns, supervises and reviews the work of staff involved in Juvenile Probation Services.
- Supervises the Lead Probation Staff and monitors their training.
- Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for Probation services; implement policies and procedures.
- Evaluates operations and activities of assigned responsibilities; recommends improvements and modifications; prepares various reports on operations and activities.
- Supervises casework management; trains and develops Juvenile Probation Officers in interviewing and counseling clients, developing case plans for monitoring probation compliance, and writing caseload reports.
- Reviews casework reports for thoroughness and adherence to department policy and procedures; reviews recommendations prepared for courts, law enforcement agencies, and social services agencies.
- Performs regular performance audits and reviews of supervised staff with an emphasis on

improving outcomes; works with staff to develop individual training plans for areas in which improvement is needed; monitors progress of training plan implementation.

- Assists with policy development and implementation.
- Works closely with contracted and non-contracted juvenile treatment programs, both public and private.
- Maintains positive relationship with partner agencies and associations and assists in the development of Inter-governmental Agreements and Memorandums of Understanding.
- Participates in selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.
- Provides staff timely, relevant and accurate feedback as related to performance and outcomes.
- Answers questions and provides information to the public investigates complaints and recommends corrective action as necessary to resolve complaints.
- Promotes staff development of evidenced based principles including awareness of research, and the management of behavioral and organizational change processes.
- Directs intake assessment, dispositional planning and supervision of youth referred to the department.
- Coordinates transfers and courtesy supervision requests both to and from other counties and states.
- Confers with parents regarding complaints; answers inquiries from the public involving policy decisions.
- Provides/coordinates liaisons to collateral agencies.
- Participates in the Juvenile Delinquency Excellence Committee.

### **JOB SPECIFICATION**

#### **KNOWLEDGE OF:**

- Court procedures and processes.
- Psychology and sociology as they relate to behavior and adjustment problems of juveniles and of therapy principles and methods to treat their problems.
- Juvenile Criminal Code including detention, probation, juvenile court procedures and rules of evidence, and of legal documents, their preparation and service.
- Principles, practices and procedures of behavior and adjustment problems of youth offenders; probation counseling, caseload management, and the juvenile justice system, including sentencing and probation procedures.
- Juvenile Justice theory and methods.
- Principles of supervision, training and performance evaluation
- Fiscal and program management.
- Treatment interventions and evidence-based practices.
- Community development models, policies and strategies
- Principles related to appropriate and relevant Oregon Benchmarks for program areas.

#### **SKILL IN:**

- Developing and maintaining professional relationships, coaching and team-building.

- Communicating orally and in writing, inclusive of presentations to the public.
- Designing policies, overseeing implementation of initiatives and strategies, and evaluating outcomes.
- Organizing objectives, delegating responsibility, training, evaluating subordinate effectiveness and administering necessary development and discipline.
- Anticipating, planning, organizing and managing change.
- Communications, observation, and interviewing techniques.

**ABILITY TO:**

- Respond effectively and with maturity in stressful or emotional situations and to develop and maintain effective working relationships with juveniles, parents, other agency personnel, judges, and co-workers.
- Supervise and implement a comprehensive probation program.
- Investigate cases and objectively evaluate information, and develop case plans.
- Maintain accurate and complete records.
- Review budgets that effectively address program priorities while demonstrating conservation and stewardship of public resources.
- Work independently and delegate responsibility.
- Evaluate staff performance and plan development.
- Establish and maintain effective working relationships with diverse groups including staff, colleagues, county officials, volunteer organizations, intergovernmental agencies, the Court, law enforcement personnel, and the public.
- Plan, develop and implement policies and procedures, and to anticipate and effectuate changes as needed.
- Operate in the Microsoft Windows environment inclusive of using Excel, database management and record keeping programs.
- Attend work as scheduled and/or required.

**MINIMUM EXPERIENCE AND TRAINING:**

A bachelor's degree in corrections, criminal justice, counseling, social work, or related field. Five years 'experience as a Probation Officer. OJDDA Training and Certification as a Probation Officer. Any satisfactory equivalent combination of education, training and/or experience relevant to the position.

**OTHER REQUIREMENTS:**

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

Must successfully pass a thorough background investigation.

**WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:**

The employee typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. The employee will encounter frequent interruptions throughout the workday. Infrequent early morning and/or late evening travel will be required to attend training

and meetings.

The employee is regularly required to walk, sit or stand 100% of the time, talk, or hear 100% of the time, frequently required to use repetitive hand motion, handle or feel, and to reach and bend up to 20% of the time. Required to lift up to 20 pounds regularly and 30 pounds occasionally.

Contact with the public in home or office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

*The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.*

*The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.*