

PROBATION SERVICES CASE MANAGER, LEAD

JOB PURPOSE AND SUMMARY

The Probation Services Case Manager Lead is responsible for professional interviewing, counseling and investigative work with offenders. Incumbents have lead worker responsibilities for Probation Services Case Manager positions in the County criminal justice system. Leads prioritize, assign, coordinate, monitor and evaluate work; provide assistance; resolve minor work or personnel problems; and make recommendations to the appropriate program manager(s) regarding performance evaluations, discipline, training, major job reassignments, and recruitment selection. Positions of this classification are engaged in programs such as Probation, Alternative Detention, Release on Own Recognizance, Supervised Release, Deferred Prosecution, Restitution, Work Crews, Jail Programs, Employment and Alternative Community Services.

Guidelines are available in the form of codes, regulations, policies, procedures and instructions. However, incumbents may be confronted with situations in which they must use considerable judgment in interpreting or applying guidelines. Incumbents may also analyze and evaluate existing guidelines, procedures and policies, recommending appropriate changes.

General guidance and supervision is received from a Program Manager, who makes assignments by defining objectives, priorities and deadlines and assists the incumbent with unusual situations or problems which do not have clear precedents.

Special projects are assigned by a Program Manager on an individual basis as the need arises. The incumbent is expected to carry out the work independently, and exercise discretion and judgment in making daily decisions. Work is reviewed for timeliness, accuracy, thoroughness and compliance to court rules, regulations, guidelines and departmental policy.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

The duties involved require knowledge of law and justice systems with specific interpersonal skills. In addition to lead responsibilities, other main responsibilities are in the area of pre-sentence investigation; determining eligibility for release on personal recognizance; supervision and counseling of defendants under court order; and casework activities relating to problem assessment, resource referral and community resource development.

Personal contact is typically high in positions of this class. Daily contacts are made with offenders, corrections staff, court and law enforcement employees and collateral agencies. Purpose of contacts is to provide, clarify or obtain facts or information directly related to the work being performed. Assessment, training and counseling offenders is a substantial element of work in positions of this class.

CLASSIFICATION DISTINCTIONS

This class is distinguished from the Probation Services Case Manager classification by: the more extensive body of subject matter knowledge and experience necessary to perform the duties; the greater degree of independent judgment and action required; the incumbent is more involved in the technical aspects of specialized subject matter; the results of work performed have a greater impact on accomplishment of unit goals; and the level or classification of offense is higher.

Work is characterized by the substantial responsibility for initiating and prioritizing work within established legal guidelines and departmental parameters. Incumbents will assist the Program Manager in maintaining current policy and initiating policy and procedures where the need for improvement is well documented from case monitoring.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Performs lead or supervisory level work such as; serves as a coach/mentor to Probation Services Case Manager and Probation Services Specialists in case management and court work; assigns and supervises volunteer interns; provides training in Probation Services Case Manager duties for both new employees and on-going unit training needs, etc.
- Supervises and counsels a limited number of offenders placed on conditional release or probation by the courts.
- Performs a limited number of initial interview and screening for applicants to all probation programs including general records check, collection of needed information and consultation with Probation Services staff; conducts investigations; makes evaluations, recommendations and referrals; develops individual probation programs.
- Monitors, verifies and enforces compliance with conditions of non-incarceration; makes home, field and work site contacts; maintains files and attendance records; writes reports and composes correspondence; conducts caseload audits.
- Provides liaison with courts, Prosecutor's Office, Sheriff's Office, defense attorneys, other criminal justice agencies and the public.
- Monitors a limited number of UAs, administers related breath tests and interprets test results.
- Conducts a limited number of classification interviews to determine offender's level or degree of risk to re-offend.
- Facilitates offender classes/groups.
- Testifies in court as required. Conducts and facilitates case staffing.

- Works with Program Manager on caseload audits and assists in addressing related program or officer needs.
- Provides limited Probation Services Case Manager caseload coverage.
- Participates in unit administration, including recommending procedures, program planning, etc.
- Assists other staff and performs related work as assigned.

QUALIFICATIONS:

- Bachelor’s degree from an accredited college or university;

- AND –

- Four years of experience in criminal justice interviewing, counseling or supervision of offenders in either a non-incarceration or an incarceration environment;

- AND –

- Must be appropriate for background clearance to qualify as notary public and for access to criminal record history.

Knowledge of: Interviewing and counseling methods and techniques, including class/group facilitation; criminal justice system and community resources; uses and limitations of testing instruments; applicable regulations, statutes, codes and procedures; statistical analysis and research methods and techniques; and principles of evidence based practices in offender supervision; developing and implementing responsive re-entry programming for offenders and understanding offender barriers to housing, employment, family reunification and integration within the community; grant writing, resource acquisition, and program implementation and compliance.

Ability to: Respond quickly in situations requiring safety and protection of self and others; assess people and situations accurately and adopt effective courses of action; interpret results of testing instruments; evaluate performance of simple and basic work tasks and make recommendations; respond to and evaluate emotional needs of offenders in a supervised environment; interview effectively and obtain needed information; and establish and maintain effective working relationships with staff, offenders, other agencies and the public.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The work environment has various disagreeable elements which may cause stress. Incumbents are periodically exposed to offenders for the duration of the work shift, and must deal with anger, hostility, low self esteem and poor hygiene habits. With all incumbents of this class there is the additional potential threat of bodily harm, contagious disease and destructive behavior. Since incumbents may be in an unsecured area during most of their contact with offenders, they must remain alert and rely on counseling skills to diffuse potentially dangerous situations. This position may require work hours that include evenings or weekends.

Physical demand is primarily in the form of the need to exert an adequate amount of physical strength to temporarily restrain offenders if the situation arises.

Revised: 11/13/2007, 01/23/2008, 03/24/2014, 07/30/2021

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Office use: