

PROBATION SERVICES SPECIALIST, LEAD

JOB PURPOSE AND SUMMARY

The Probation Services Specialist Lead is responsible for interviewing, program eligibility review, compliance monitoring and follow-up with offenders. Incumbents have lead worker responsibilities for Probation Services Specialist positions in the County criminal justice system. Leads prioritize, assign, coordinate, monitor and evaluate work; provide assistance; resolve minor work or personnel problems; conduct unit meetings; and, make recommendations to the appropriate program manager(s) regarding performance evaluation, coaching, training, major job reassignments and recruitment selection. Positions of this classification are engaged in programs such as Bench Probation, Restitution Investigations, Work Crew, Electronic Home Confinement, Alternative Community Service, and some educational classes.

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 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 precedence.

Special projects may be 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 with regulations, guidelines and departmental policy.

CLASSIFICATION DISTINCTIONS

This classification is distinguished from the Probation Services Specialist 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 greater involvement in the technical aspects of specialized subject matter, and greater impact on accomplishment of unit goals.

Work is characterized by the substantial responsibility for prioritizing and monitoring the work of Probation Services Specialists. Incumbents report to the Program Manager.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Performs lead or supervisory level work such as: serves as a coach/mentor to Probation Services Specialists in case management (tracking, journaling, etc.); assigns and supervises volunteers/intern/PIC; provides training in Probation Services Specialists duties for both new employees and on-going unit training needs.
- Monitors clients' participation in and compliance with program requirements; may include making telephone calls and collecting urine samples/specimens for urinalysis.
- Verifies compliance with conditions of the court: maintains files and attendance records, writes reports and generates form letters.
- Works with Program Manager on Specialists' caseload audits and assists in addressing related problems/needs.
- Participates in unit administration, including recommending procedures, program planning, and staff scheduling, leave, and timesheets.
- Interviews clients to establish program eligibility; verify client information through calls and records checks, and program placement.
- Reviews standard agreements with clients about program expectations and consequences.
- Conveys detailed information to clients, agencies, court representatives and others regarding programs, requirements, and client status.
- Investigates and seeks resolution to a variety of program and client problems and complaints.
- Calculates community service/work crew hours to be worked in order to satisfy court fines and department fees.
- Collects victim data to determine appropriate dollar amount of restitution owed according to well defined criteria.
- Utilizes computer equipment and data bases to enter and retrieve data, maintain files and statistics and perform word processing.
- May prepare and conduct educational classes.
- Provides program support to Probation Services Case Managers.
- Compiles records and prepare program reports and statistics.
- Performs related duties as assigned.

QUALIFICATIONS

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to establish the knowledge and abilities would be:

Experience:

Four years of experience in work involving public contact in the criminal justice system, screening, interviewing, and monitoring offenders.

Training:

High School diploma or equivalent supplemented by additional specialized training in criminal justice, law enforcement, social science or a related field.

License or Certificate:

Possession of or ability to obtain a motor vehicle operator's license.

Knowledge of: interviewing and investigative methods and techniques; criminal justice systems and community resources; pertinent laws, codes and regulations; human behavior and group dynamics; case management techniques; modern office equipment including computer systems and programs; office practices and procedures.

Ability to: establish plans and agreements with clients; gather, evaluate and recommend action on program, client and agency information; operate office equipment such as computers; ability to work with difficult people; communicate effectively both orally and in writing; establish and maintain effective working relationships with staff and those contacted in the course of work.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The work environment has various disagreeable elements which may cause stress. Personal contact is typically high in positions of this class. Daily contacts are made with offenders, corrections staff, court staff and collateral agencies. Purpose of contacts is to provide, clarify or obtain facts or information directly related to the work being performed.

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. Incumbents may be exposed to airborne or diseases through exposure to the public. Essential tasks involve oral communications both in person and via telephone; reading and reviewing written documents; and using personal computer software applications. At times, incumbents may be required to work evenings.