

BANNOCK COUNTY **CLASS SPECIFICATION**

INTAKE AND DIVERSION UNIT SUPERVISOR

Department: Juvenile Probation
FLSA Designation: Non-Exempt

Pay Grade: 12
Effective Date: 7/05, 2/08, 8/09

Purpose of Class

Supervises Intake and Assessment and Diversion units; performs related work as required.

Primary Function

The principal function of an employee in this class is to supervise the operations of the Intake and Assessment and Diversion Units of the Juvenile Probation Department including the Status Offender Program, Youth Court, Behavior Court. Work includes conducting and reviewing assessments and making placement recommendations for juvenile offenders; coordinating activities between Detention, probation and the courts; providing support and direction to Probation Officer; monitoring compliance, compiling and maintaining case files. Caseloads may include some specialization, such as high-risk offenders, electronic monitoring, mental health offenders, substance abusers, or sex offenders. The Intake and Diversion Unit Supervisor supervises the positions of Diversion Officer, Status Offender Coordinator, Youth Court Coordinator, Behavior Court Coordinator and Intake and Assessment Coordinator. The work is performed under the supervision of the Juvenile Probation Director, but latitude is granted for the exercise of independent judgment and initiative. The principal duties of this class are performed in a general office environment with field work that includes exposure to physical and possible health hazards.

Essential Duties and Responsibilities (will vary by assignment)

- Supervises intake and assessments of juvenile offenders, complete and review assessments and assign cases to Probation Officers; provide recommendations on cases to court;
- Oversees and assists diversion programs and Diversion Officers, Status Offender Program, Behavior Court and Youth Court;
- Serves as liaison between probation, detention and courts; obtains information from Probation Officers and shares recommendations with courts and detention;
- Prepares referrals and coordinates evaluations with treatment agencies; monitors progress in these programs;
- Assesses appropriate placement recommendations of juvenile offenders placed in detention or on probation;
- Conducts family assessments of juvenile offenders and monitors assessments made by assigned staff;
- Manages an assigned caseload of low-risk juvenile offenders, with emphasis on more complex or difficult cases; performs field work to monitor compliance with court orders;

- Develops and implements case management plans for individual offenders;
- Meets with prosecutor and local police agencies to evaluate and assess new juvenile offenders cases to determine proper treatment, placement and sentencing;
- Supervises individual offenders for compliance with court orders, including home, office, detention, work, and school visits;
- Receives and reviews monthly or other periodic reports from treatment providers on offenders and takes appropriate remedial actions as necessary;
- Attends a variety of court hearings and testifies for probation, parole and sentencing-related matters;
- Provides direct support and assistance to Probation Officers and other Juvenile Justice staff; assists with case management recommendations;
- Assists in supervision and management of Juvenile Probation Department;
- Performs record keeping and reporting, database management, and logging;
- Monitors drug testing and compliance with court-ordered objectives;
- Documents all contact with juvenile offenders and third parties;
- Recommends further conditions or initiates petition to revoke probation/parole when required;
- Assists in creating and implementing department policies as member of departmental committee;
- Performs duties of subordinates as needed;
- Conducts weekly or periodic staff meetings to review cases, providing support and counsel to offenders;
- Fills-in for Probation Officers in court proceedings as needed;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

Other Duties and Responsibilities

- Serves as Juvenile Probation Director or Chief Juvenile Probation Officer in the absence of those employees;
- Requires flexible schedule and non-traditional work hours;
- On-call respond to emergency situations;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Federal, Idaho, and County statutes, laws, codes, and regulations governing juvenile arrest, detention, probation/parole;
- Juvenile justice system, court system, probation programs and detention;
- Human and criminal behavior, with emphasis on juvenile and adolescent behaviors;
- Interviewing, counseling, and investigative techniques applicable to supervision and case management;
- Drugs, drug schedule and classification;
- Community resources, treatment facilities and community coalitions;
- Departmental programs, policies, procedures, and operations as applied to the work performed;

- Various evaluation and treatment programs, social service agencies, and other community resources available to offenders;
- Conflict resolution and mediation techniques, methods, and objectives;
- Employee supervision, training, and evaluation methods, techniques, and objectives;
- Operation of standard office equipment, including a personal computer;
- Operation of substance abuse testing equipment and processes and electronic monitoring equipment.

Ability to:

- Manage and supervise programs and staff providing services to and monitoring the activities of juvenile offenders;
- Establish and maintain effective working relationships with assigned offenders, service providers, supervisors, other County employees, defense and prosecuting attorneys, the public, and other County and state agencies;
- Manage a large caseload of high-risk juvenile offenders;
- Gather and analyze facts and evidence and draw logical and objective conclusions;
- Readily adapt to changing work situations and assignments;
- Maintain a professional demeanor during stressful, volatile, and hostile situations;
- Compile pertinent data and prepare clear, concise, and accurate reports;
- Communicate effectively, both orally and in writing;
- Respond to citizen requests in a courteous and effective manner;
- Implement and monitor compliance with policies and procedures and applicable state and County laws, statutes, ordinances, standards, and guidelines;
- Understand and follow oral and/or written policies, procedures and instructions;
- Make sound and reasonable decisions in accordance with laws, codes, regulations, and established procedures;
- Supervise, train, and evaluate assigned employees;
- Operate standard office equipment, including a personal computer and applications appropriate to assigned duties;
- Operate a motor vehicle;
- Operate specialized equipment such as electronic monitoring and personal defense devices;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform multiple tasks, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Maintain offender and Department confidentiality;
- Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- High school diploma or GED equivalency is required and a bachelor's degree in criminal justice, behavioral or social sciences, or a related field is preferred; and

- Three (3) years experience in probation monitoring, social service, or court-related behavioral services is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Idaho POST certification is required;
- First Aid and CPR certification is required;
- Idaho drivers license is required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person, by telephone, and two-way radio;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and review and prepare a variety of written and text materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, a personal computer, and operate a motor vehicle;
- Sufficient personal mobility, agility, and physical strength and reflexes, with or without reasonable accommodation, which permits the employee to work in an office environment, supervise and perform recreational and outdoor activities, and perform field investigation and monitoring activities.