

Washington County

ERC Juvenile Probation Officer II

Job Description

Job Code: 16
Exempt: No
Department: Juvenile Court Division
Reports To: Circuit Court Judge/Chief Juvenile Officer
Location: Evening Reporting Center
Date Prepared: February 04, 2019
Date Revised:

GENERAL DESCRIPTION OF POSITION

The Juvenile Officer is responsible for the supervision of juvenile cases and monitoring the compliance with court order of juvenile and their families. The Juvenile Officer will work as part of a cohesive team and will be required to assume duties as part of a multi-faceted operation that would address an array of juvenile and family situations both judicial and non-judicial in nature.

Officers assigned to the Evening Reporting Center will provide supervision to youth participating in a community-based detention alternative program during evenings and weekends. Officers at the ERC will be expected to carry out a wide range of responsibilities with a minimum of direction. This class is distinguished from the standard Juvenile Officer position in that officers assigned to the ERC are responsible for leadership, program planning, and operation of an off-site campus, as well as frequent visits to supervised youths' homes.

The position requires decision-making, problem solving, and accurate reporting. The officer will be required to maintain, annotate, and prepare appropriate court documents. This position requires the ability to interact effectively with community care providers, juveniles, and families.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Officers assigned to the Evening Reporting Center (ERC) will be required to work evenings and weekends (Monday-Saturday), and will have these additional responsibilities:
 - Run the day-to-day operations of the ERC.
 - Examples are: Provide an evening snack and meal when possible to youth participating in the program
 - Coordinate Probation Meeting
 - Coordinate Assessment Meeting
 - Coordinate Electronic Monitor meetings
 - Occasionally it may be necessary to pat search youth before they enter the vehicle or ERC.
 - Compile and maintain ERC paperwork.
2. Provide transportation for youth, in county-owned vehicles, to and from the ERC and their homes.
3. Coordinate with other programs/groups.
4. Perform frequent home visits to ensure compliance with court orders.
5. Maintain the safety and security of both youth and staff while at the ERC, during transports, and during home visits.

6. Officers assigned to the Evening Reporting Center (ERC) will be required to work evenings and weekends (Monday-Saturday), and will require being flexible during the summer to the shift change of day hours instead of evening hours.
7. The officer will conduct assessment interviews when needed.
8. All contact with the public will be conducted in a professional manner and in compliance with departmental policy and Arkansas law and make recommendations to the prosecutor for the appropriate course of action.
9. Work with Interstate Compact to provide home studies of juveniles whose probation has been transferred to Washington.
10. Make appropriate referrals to public or private agencies as well as schools, community based providers, Department of Human Service; to ensure clients obtain services needed.
11. Maintain close communications with all law enforcement agencies within Washington County and other law enforcement agencies.
12. The Juvenile Officer will monitor the client's progress as well as adherence to court orders, identifying potential problems, and taking corrective action. The Juvenile Officer will perform random visits to the school, home, job site or treatment facility as well as require routine office visits and maintain contacts with family, and other community agencies.
13. Maintain all juvenile records in a "confidential" manner, and ensure that information relating to a juvenile is not released except to authorized persons.
14. Prepare recommendations for Juvenile Probation Officers for youth that have been referred to the ERC program.
15. Appear in court and testify to relate successes or problems, inform the court progress of the youth while in the ERC program.
16. Speak to various public and community groups, regarding the juvenile court process and services when called upon, and represent the court on committees as assigned by the judge.
17. Maintain a current knowledge of Arkansas juvenile code, referral services available, shelter placement, group homes, hospital settings, therapeutic placements and treatment facilities in the IV Judicial District, and the State of Arkansas.
18. Administer drug screens (both written and physical) to juveniles and their families as ordered by the court.
19. To perform all other functions assigned to him or her by this subchapter, by rules promulgated pursuant thereto, or by order of the court.
20. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 2 years related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Basic: Alphanumeric Data Entry, Contact Management, Database, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of

handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Outside or inside working environment, wherein there are potential hazardous working conditions and life-threatening situations exist (fire, chemicals, electrical sources, heights, dangerous people, etc.) part of the time.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here 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 and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; occasionally required to stand, reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; distance vision; peripheral vision; depth perception; and ability to adjust focus.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

A Bachelor's Degree in a related field is preferred, but not required, two (2) years' work experience; or equivalent combination of education and experience. The officer should have experience working with teenagers, judgment skills when handling complaints, and communication skills when meeting the public. The officer cannot have a criminal record and must have a clean driving record. This position requires a high level of problem solving and listening skills.

Within the first year after hiring, incumbent must complete 40 hours of Juvenile Officer Certification Training provided by the Arkansas Office of the Courts, in order to be a Certified Juvenile Officer. The officer must complete 12 hours of training annually to maintain the certification.

OTHER SKILLS and ABILITIES:

The officer shall possess good typing and computer skills; have knowledge of modern office practices, procedures, and equipment. The officer should have strong written and verbal communication skills; must possess the ability to establish a good rapport with individuals often under difficult or high-risk circumstances. Must have the ability to de-escalate volatile situations involving juveniles and their families. Self-motivation and the ability to positively motivate juveniles and their parents are essential.

Bi-lingual in English/Spanish or English/Marshallese is preferred, but not required.

This job carries a degree of threat; dangerous situations can occur at any time.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT:

Responsible for organization's property that is located at the Evening Reporting Center, where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. Additionally, the officer is responsible for all law enforcement equipment assign to the officer.