



**Date Revised: June 2023**

## **TEAM LEAD- JUVENILE OFFICER**

**Job Code:** 16  
**Exempt:** Yes  
**Department:** Division VIII  
**Reports To:** Chief of Staff  
**Location:** Washington County Judicial Annex Building

### **GENERAL DESCRIPTION OF POSITION:**

Juvenile Court are divided into three basic sections. These sections are Probation; FINS, and Criminal Intake/Diversion Programs. There is one Team Lead Officer responsible for the front line supervision of each of the three divisions. Like the Juvenile Officers, the Lead Juvenile Officers are responsible for the supervision of juvenile cases and monitoring of juveniles and their families to ensure their compliance with their issued court orders. The Team Lead 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. The position requires decision-making, problem solving, and accurate reporting. The officer will be required to maintain, update, and prepare appropriate court documents. This position requires the ability to interact effectively with the community, care providers, juveniles, and families. The Team Lead Juvenile Officer has all the regular duties of a Juvenile Officer and is additionally responsible for limited supervisory duties of up to 3 subordinate Juvenile Officers. These supervisory duties are enacted at the direction of the Chief of Staff or the Juvenile Judge, and only directed to the employees of the Team Lead Officer's division. The Team Lead Officer will work in concert with the Juvenile Judge and the Chief Of Staff in the general matters of the Court. The Team Lead Officer will also be responsible for FINS (Family in Need of Services), diversions, and any petitioned case until release by the appropriate authorities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Responsible for training all new hires in various data bases, risk assessment implementations and drugs screening.
- Keeping up with continuing education hours for each staff and continuing education courses to be in compliance with the state.
- Responsible in overseeing the case planning and casework of each officer.
- Supervise subordinate Juvenile Officers or Intake Officers, and assist in resolving problems when requested by subordinate Juvenile Officers.



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- Respond to a twenty-four hour on call schedule on a rotation basis with the other Juvenile Officers.
- Bilingual Lead Officers will assist in translating court documents when needed by the court.
- Must be able to travel to other courtrooms within the county during the work and provide case supervision for both divisions of Washington County Juvenile Courts.
- Notify detained juvenile and family of crime(s), charge(s), and reason for detainment, including date, time, and location of detention hearing.
- The officer will conduct the initial intake interview, take citizen complaints and confer with victims. All contact with the public will be conducted in a professional manner and in compliance with departmental policy and Arkansas law. Make recommendations to the prosecutor for the appropriate course of action.
- Work with Interstate Compact in returning juveniles to their home states when they are runaways, arrested in our county or have a warrant from another jurisdiction. Work with Interstate Compact to transfer a juvenile's probation to another state when appropriate, and to provide home studies and supervision of juveniles whose probation has been transferred to Washington or Madison County. Work with other Probation Departments throughout the State of Arkansas to provide supervision for juveniles who have moved within the State.
- Maintain close communications with all law enforcement agencies within Washington County.
- Make appropriate referrals to public or private agencies, including schools, service providers, community agencies, and the Department of Human Service, to ensure that clients obtain services needed for rehabilitation.
- The Team Lead Officer will supervise cases, judicial and non-judicial, in which they are assigned.
- The Team Lead Juvenile Officer will monitor the client's progress as well as adherence to court orders, identifying potential problems, and take corrective action.
- The Team Lead Officers will monitor their subordinate Juvenile Officer's caseload to monitor those clients progress to ensure the subordinate Juvenile Officers are making all efforts to provide services and take correct action when needed.
- The Lead 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.
- Maintain, update, and complete all necessary paper and computer documents to include, but not limited to:
  - Maintain computerized database records of meetings with all concerned parties, psychological assessments, school reports, counseling reports, data on probationer and Family, proof of completion of public service, and payment of fines, cost, fees, restitution.
  - Update the Juvenile Court computer database and State database with case information.
  - Prepare requests for the Prosecuting Attorney to file Show Causes and/or Petitions for Revocation of Probation.
  - Complete and file court orders.



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- Maintain records for court hearings and distribute reports to all parties before court hearings.
- Ensure that all juvenile records are kept confidential and that information relating to a juvenile is not released except to authorized persons.
- Prepare sentencing recommendations based upon consideration of the following: Number of previous offenses; seriousness of offenses; drug/alcohol abuse.
- Psychological/behavioral problems; problems at home or school, success in meeting prior terms of probation, and any assessments by other agencies.
- Appear in court and testify to relate successes or problems, inform the court about placement proceedings, and make recommendations about the continued detention or release of a juvenile.
- 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.
- Maintain a current knowledge of the Arkansas Juvenile Code, referral services available, shelter placement, group homes, hospital settings, therapeutic placements and treatment facilities in the 4th Judicial District, and the State of Arkansas.
- This position requires performing occasional evening and weekend work.

ADDITIONAL LEAD JUVENILE OFFICER DUTIES

- Assist the Juvenile Judge and Chief of Staff with interviewing job applicants and making recommendations for hiring.
- Assist the Juvenile Judge and Chief of Staff with preparing annual performance evaluations for subordinate Juvenile Officers.
- Assist with transporting youth or families to program events, treatment facilities, or other court order transports.
- Officers are responsible for keeping all juveniles and the community safe.
- Make sure youth are not wearing gang colors, or clothing with sport team emblems;
- Occasionally it may be necessary to pat search youth before they enter the vehicles;
- Searching Van: YRC staff should conduct regular searches of the vehicles throughout the week. Staff should be looking for contraband (knives, drugs, etc.). Search includes, but not be limited to searching rear seats area, any places where contraband could be hidden. Look under seats, behind seats etc;
- Provide an evening snack and meal each evening to youth participating in the program.
- coordinate or conduct other duties such as:
  - Urine or saliva drug testing
  - Probation Meeting
  - Assessment Meeting
  - Counseling meeting
- Attend all staff meetings and trainings.
- 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 5 years related experience and/or training, and 7 to 11 months related management experience, or equivalent combination of education and experience.

The officer must complete 40 hours of training in "Juvenile Officer Certification Training", provided by the AOC, to be a Certified Juvenile Officer. The officer must complete a Basic Law Enforcement Training Course (a minimum of 120 hours) to obtain certification as a Specialized Police Officer through the Arkansas Commission on Law Enforcement Standards and Training, and must pass a background check, as well as a physical and psychological evaluation, in order to receive law enforcement training and certification. The officer must complete 16 hours of training annually to maintain these certifications. The officer should have experience working with teenagers, judgment skills when handling complaints, communication skills when meeting the public, and serve as liaison between the prosecutors, police, court, schools, victims, and defendant's families. The officer cannot have a criminal record. This position requires a high level of problem solving and listening skills.

## **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 read, analyze, and understand general business/company related articles and professional journals; Ability to speak effectively before groups of customers or employees.

## **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 define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

## **SOFTWARE SKILLS REQUIRED**

Basic: Alphanumeric Data Entry, 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**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.



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Supervises a small group (3-7) of employees, usually of lower classifications. Assigns and checks work; assists and instructs as required and performs same work as those supervised, or closely related work, a portion of the time. Content of the work supervised is of non-technical nature, but presents numerous situations to which policies and precedents must be interpreted and applied. Supervises the following departments: The incumbent will work in concert with other Lead Juvenile Officers to assist the Juvenile Judge and the Juvenile Court Director, and will have limited responsibility for the supervision of three to six employees. He/she will work with the Juvenile Judge and the Juvenile Court Director on matters including interviewing, making recommendations for hiring, and training employees; planning, assigning, and directing work; serving as the on-call supervisor on a rotation basis with the other Lead Juvenile Officers; addressing complaints and resolving problems; monitor and provide limited supervision of Juvenile Officers in Washington County, maintain yearly juvenile court statistics; as required, assist with program development and procedures; and attend staffing meetings. In conjunction with the Judge and Juvenile Court Director, he/she will assist in preparing the yearly budget (approximately \$350,000) and monitor expenses throughout the year.

#### **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.

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, walk, reach with hands and



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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  
SUPERVISORY RESPONSIBILITIES:**

The incumbent will work in concert with other Lead Juvenile Officers to assist the Juvenile Judge and the Juvenile Court Director, and will have limited responsibility for the supervision of three to six employees. He/she will work with the Juvenile Judge and the Juvenile Court Director on matters including interviewing, making recommendations for hiring, and training employees; planning, assigning, and directing work; serving as the on-call supervisor on a rotation basis with the other Lead Juvenile Officers; addressing complaints and resolving problems; monitor and provide limited supervision of Juvenile Officers in Washington County, maintain yearly juvenile court statistics; as required, assist with program development and procedures; and attend staffing meetings. In conjunction with the Judge and Juvenile Court Director, he/she will assist in preparing the yearly budget and monitor expenses throughout the year.

**SIGNATURE SECTION:**

This job description has been approved by all levels of management:

HR Director: Patty Burchett

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_