



PROBATION ASSISTANT

DEFINITION & DISTINGUISHING CHARACTERISTICS

Definition

Under general supervision, assists the public, Deputy Probation Officers, and other Probation Department personnel by performing a variety of basic casework support duties which may include a variety of public relations and technical work; and performs related duties as assigned.

Distinguishing Characteristics

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a non-sworn class performs classification responsible for performing a variety of routine support duties for Probation staff. Incumbents typically assist professional staff by performing routine data inquiries, including extractions and entries in local and state law enforcement computerized databases. Incumbents create, gather, and distribute documents, files, and records and may also conduct interviews to collect standard information and/or provide routine information and instructions to clients and families. The Probation Assistant is distinguished from the Deputy Probation Officer series in that the latter are sworn peace officers who make arrests, conduct searches and perform independent case investigations and assessments.

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EXAMPLES OF ESSENTIAL TYPICAL JOB FUNCTIONS (Illustrative Only)

- > ObtainObtains information and other documentation from clients participating in a Probation program.
- > Assist probation officersAssists Deputy Probation Officers with performing caseload management activities: review, including reviewing cases; schedule, scheduling appointments, prepare informational preparing information contracts, and enterentering progress notes in case files.
- > PerformPerforms duties related to program administrative support; annotateannotates and filefiles information such as phone calls, letters, appointments, drug tests, and a variety of forms and document.
- > CollectCollects urine samples for drug and alcohol testing; conductconducts and readreads test results; recommendrecommends responses for positive readings; documentdocuments results and informinforms a Deputy Probation Officer or other appropriate staff.
- > MaintainMaintains program statistics and prepareprepares a variety of reports.
- > InterviewInterviews adult and juvenile misdemeanor and felony offenders and family members; explainexplains the terms and conditions of supervision.
- > AssistAssists clients in communicating with representatives of the department, community agencies, and others; provideprovides case assistance; assistassists clients in completing forms; askasks questions and obtainobtains information on their behalf.

- > ~~Coordinate~~Coordinates with other agencies; ~~develop~~develops case history; ~~monitor~~monitors progress with terms and conditions by consulting with community service providers or other agencies.
- > ~~Gather~~Gathers information and ~~contact~~contacts various parties; ~~communicate~~communicates with clientele, law enforcement agencies, schools, parents, victims, and treatment providers, including residential facilities, courts, attorneys, other county, state or federal agencies, and other department staff.
- > ~~Refer~~Refers clients who need additional assistance to appropriate departmental staff; ~~prepare~~prepares the necessary referral documents and ~~confer~~confers with supervisor regarding clients who may need emergency assistance ~~or some type~~.
- > ~~Observe~~Observes and ~~report~~reports, verbally or in writing, to supervisor and assigned worker regarding client behavior, activities, attitudes, or possible needs.
- > ~~Establish~~Establishes and ~~maintain~~maintains accurate records of activities, both written and typed; ~~enter~~enters and ~~retrieve~~retrieves electronic data; and ~~file~~files documents electronically.
- > May testify in court, as required.
 - ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- > Performs ~~other~~related duties as assigned.

~~MINIMUM QUALIFICATIONS~~

Education and Experience

~~Where college degrees and/or college course credits are required, degrees and college units must be obtained from a regionally accredited college or university. Courses from non-regionally accredited institutions will not be evaluated for this requirement.~~

Education:

~~Equivalent to an Associate of Arts degree or 60 college units with coursework in psychology, sociology, criminal justice, social work or other behavioral science, or~~

Experience:

~~Two (2) years of experience working with members of the public, keeping records, interpreting and applying laws and regulations, and working with people from diverse cultural and socio-economic backgrounds. Prior experience with case work, behavioral assessments, law enforcement, custodial corrections or community corrections is highly desirable.~~

Other Requirements

~~Must possess a valid California or Nevada driver's license. Must be able to pass a detailed background investigation. Must be willing to work off-shifts, weekends and holidays.~~

Knowledge of:

- > Basic ~~concept~~concepts of ~~Community Corrections~~community corrections.
- > Basic principles of criminology, juvenile delinquency, and alcohol and drug abuse.
- > Court processes and basic legal terminology.
- > Standard office practices and procedures, including filing and the operation of standard office equipment, general operation of computer equipment and word processing.
- > ~~Record-keeping~~Recordkeeping principles and practices.
 - ~~Business English including spelling, grammar, sentence construction, and punctuation.~~
- > Basic principles affecting human behavior; basic ~~causes~~ of delinquency and crime; and basic interviewing and case management principles and techniques.
- > Techniques ~~for~~ dealing with ~~a~~ variety ~~of~~ individuals ~~from~~ various ~~age~~ groups, ~~socio-economic~~socioeconomic, ethnic and cultural backgrounds, in person and over the telephone

Skill in:

- ~~Operating standard office equipment including personal and/or on-line computers.~~
- ~~Maintaining accurate records and files.~~
- > ~~Dealing tactfully and~~ Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- > Techniques for providing a high level of customer service by effectively ~~with a variety of individuals who may be emotional, hostile or irate~~ dealing with the public, vendors, contractors, and County staff.
- > The structure and content of the English language, including the meaning and ~~from varying cultural~~ spelling of words, rules of composition, and ~~socio-economic backgrounds~~ grammar.
- > Modern equipment and communication tools used for business functions and ~~program, project, and task~~ coordination.

- > Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- > Maintain accurate records and files.
- > Learn -and -apply -applicable -laws, -rules -and- regulations; -informing -members -of -public- of processes and procedures.
- > Communicate effectively with members of the public; deal with individuals in stressful situations.



- Follow written and oral instructions and make decisions in routine procedural matters without immediate supervision; exercise judgment and discretion in analyzing and resolving problems.
- Prepare clear and concise reports and documents.
- Read, understand, and interpret standard official legal documents.
- Establish and maintain effective working relationships with those encountered during the course of the work.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Deal tactfully and effectively with persons contacted in the course of work, including those of diverse socioeconomic and cultural backgrounds.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to an associate degree from an accredited institution with coursework in psychology, sociology, criminal justice, social work or other behavioral science, or a closely related field;

OR

Two (2) years of experience working with members of the public, keeping records, interpreting and applying laws and regulations, and working with people from diverse cultural and

ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS

~~The conditions herein 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 job functions.~~

Environment:

~~Work is primarily performed indoors in a standard office setting performing repetitive or fatiguing duties.~~

Physical:

~~Primary functions require sufficient physical ability to work in an office setting and operate office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents; hear in the normal audio range with or without correction. **Frequent** sitting; wrist and arm motions and upward/downward flexion of neck; fine finger dexterity of both hands, ability to grasp and hold; lifting, carrying or pushing objects that weigh up to 15 lbs. **Occasional** standing, walking, bending and reaching; lifting, carrying or pushing objects that weigh 16 – 40 lbs with or without assistance. **Infrequent** climbing; lifting, carrying or pushing objects that weigh more than 40 lbs with or without assistance.~~

HISTORY

JCN: 5703

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Prior experience with case work, behavioral assessments, law enforcement, custodial corrections, or community corrections is highly desirable.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Depending on the area assigned, employees may interact with members of the public under emotionally stressful conditions.

WORKING CONDITIONS

Must be willing to work off-shifts, weekends, and holidays.