

PROBATION ASSISTANT

DEFINITION & DISTINGUISHING CHARACTERISTICS

Definition

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

Distinguishing Characteristics

This non-sworn class performs a variety of routine support duties for Probation staff. Incumbents typically assist professional staff by performing routine data inquiries, 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.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Obtain information and other documentation from clients participating in a Probation program.
- Assist probation officers with performing caseload management activities: review cases; schedule appointments, prepare informational contracts and enter progress notes in case files.
- Perform duties related to program administrative support; annotate and file information such as phone calls, letters, appointments, drug tests and a variety of forms and document.
- Collect urine samples for drug and alcohol testing; conduct and read test results; recommend responses for positive readings; document results and inform Deputy Probation Officer or other appropriate staff.
- Maintain program statistics and prepare a variety of reports.
- Interview adult and juvenile misdemeanor and felony offenders and family members; explain the terms and conditions of supervision.
- Assist clients in communicating with representatives of the department, community agencies and others; provide case assistance; assist clients in completing forms; ask questions and obtain information on their behalf.
- Coordinate with other agencies; develop case history; monitor progress with terms and conditions by consulting with community service providers or other agencies.
- Gather information and contact various parties; communicate with clientele, law enforcement agencies, schools, parents, victims, treatment providers including residential facilities, courts, attorneys, other county, state or federal agencies and other department staff.
- Refer clients who need additional assistance to appropriate departmental staff; prepare the necessary referral documents and confer with supervisor regarding clients who may need emergency assistance or some type.
- Observe and report verbally or in writing to supervisor and assigned worker regarding client behavior, activities, attitudes or possible needs.
- Establish and maintain accurate records of activities, both written and typed; enter and retrieve electronic data; and file documents electronically.
- May testify in court, as required.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs other 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 concepts of Community Corrections.
- Basic principles of criminology, juvenile delinquency, 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 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, 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 effectively with a variety of individuals who may be emotional, hostile or irate and from varying cultural and socio-economic backgrounds.

Ability to:

- 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.

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

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