

COUNTY OF SOLANO
CLASS SPECIFICATION
PROBATION SERVICES MANAGER

Effective Date of Revision: 08/20/2015

CLASS SUMMARY:

Under direction, plans, organizes and directs the operations of a Probation Field or Institutional Services Division of the County Probation Department; implements changes in policy and/or procedure as needed; coordinates staff development, training, personnel actions and division team problem solving; serves as a member of the department's management team; represents the department on outside task forces and committees. This is a management level class, which oversees court services and juvenile/adult offender probation supervision or serves as the Assistant Superintendent of Juvenile Detention Facility (JDF). Some Probation Services Managers will be managing work of an armed unit in order to supervise caseloads of high-risk offenders and therefore will be, in accordance with department policy, authorized to carry firearms.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **Assistant Director of Probation and the Superintendent of the Juvenile Detention Facility** classes which are executive management classes and have greater overall responsibilities for departmental operations and support functions.
- **Deputy Probation Officer (Supervising)** class which is a supervisory class that plans, organizes and supervises a unit of Deputy Probation Officers who conduct investigations and develop recommendations for the Courts.

SUPERVISION RECEIVED AND EXERCISED:

- Receives direction from the Assistant Director of Probation or Superintendent of the Juvenile Detention Facility.
- Exercises supervision over assigned professional and support employees.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Exercises management authority for assigned services and activities of the division managed and performs responsibilities such as:
 - monitoring purchases and expenditures;
 - approving non-routine expenditures for workplace improvements, training, computer software and hardware, etc.;
 - providing input to the divisions budget;
 - monitoring goals and objectives of the division and taking corrective actions as appropriate; and
 - recommending and implementing new policies and procedures to eliminate or reduce barriers to efficient or effective production and/or to improve customer service.

- Coordinates, manages, oversees and supervises grant programs and entitlements; writes grant applications and modifications; implements grant funded programs; reviews related budgets; authorizes expenditure of funds; participates in and responds to audit reviews; communicates with grant representatives; trains and monitors activities of supervisors in charge of grant programs; collects and analyzes statistics and data on grants; monitors compliance with grant contracts; writes and prepares related reports and documents; attends related meetings.
- Develops, plans and coordinates the implementation of new programs; establishes time lines and parameters for programs; establishes and implement program evaluation procedures.
- Performs supervisory duties to direct reports and to others through subordinate supervisors such as:
 - establishing standards for acceptable work products and evaluating performance;
 - interviewing applicants and making selections;
 - preparing, reviewing, approving and implementing disciplinary actions and terminations;
 - providing career development mentoring;
 - assigning work and planning and scheduling employee's work activities and deadlines;
 - reviewing work and recognizing employees' work efforts and accomplishments;
 - providing career development mentoring and recommending training and career development opportunities;
 - ensuring that employees are properly trained;
 - reviewing and approving timesheets and requests for leave; and
 - supporting and ensuring compliance with State, County and Department policies and procedures including those related to equal opportunity and to safety.
- Represents the Department in community outreach efforts by:
 - developing and maintaining collaborative partnerships with community leaders, local, regional, and statewide organizations, non-profit agencies, local businesses, and other County departments to develop, implement, and/or promote a variety of programs and projects consistent with the Department's goals and services;
 - representing the Department's mission and vision within these "partnerships";
 - representing the Department in a variety of community outreach activities and public awareness programs;
 - speaking to groups and individuals regarding departmental activities and services; and
 - participating as an active and contributing member of designated community organizations, committees/project teams, and special interest work groups as a representative of the Department.
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** Bachelor's degree from an accredited college or university.

- **Experience:** Four (4) years of experience as a Deputy Probation Officer (Supervising) or Group Counselor (Supervising) or equivalent.

Note:

- While a degree in a specific field is not required, the possession of Bachelor's degree or higher in one of the following fields is desired and may be a factor considered during the rating and/or selection process: criminal justice, social work, psychology, sociology or a closely related field.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Possession of a valid Class C California driver's license is required.
- Employees assigned to an armed unit must obtain Cardiopulmonary Resuscitation (CPR) and First Aid certification prior to assignment and must maintain the certification while assigned to the unit.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles and practices of management, supervision, leadership, motivation, team building, organization, training, and conflict resolution.
- Evidenced based practices.
- Effective counseling methods and personality theory.
- Formal methods of problem solving.
- Organizational development and change.
- Laws, regulations and policies applicable to unit managed such as: general knowledge of Title 15, the Prison Rape Elimination Act and the California Penal and Welfare and Institutions Codes
- County policies and court directives.
- Program development and implementation.
- Civil service regulations.
- Grant funded programs and requirements.
- Principles and practices of budgeting, cost analysis, and fiscal management.
- Practices and techniques of administrative and statistical analysis, statistical report preparation, and graphic presentation of analysis.
- Oral communication techniques to include presentations to groups of various sizes in a positive, inclusive, and motivational manner.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.

- Formats and appropriate terminology for written communications such as business correspondence, policies, procedures and narrative reports.

Skill and/or Ability to:

- Supervise, evaluate, train, and develop staff and organize and manage their work.
- Plan, organize and administer an effective evidence based programs.
- Develop and implement operational procedures.
- Identify and analyze administrative problems and implement operational changes.
- Research laws, regulations, procedures and/or technical reference materials; analyze, evaluate and interpret the data gathered; draw logical conclusions; develop reasonable and deliverable options, make appropriate recommendations; and implement the resultant change effectively.
- Manage a variety of simultaneous work projects and carry them through to successful completion.
- Determine the appropriate course of action in crisis and/or emergency situations.
- Administer contracts and grants according to designated guidelines and regulations.
- Communicate information and ideas clearly and concisely, both orally and in writing.
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Represent the office in meetings with representatives from various County and non-County organizations, with local businesses, with customers, and/or with the general public.
- Establish good relationships with the public and with customers and provide customer service that meets and exceeds unit goals and expectations.
- Maintain accurate records and document actions taken.
- Gather and analyze statistical data and prepare comprehensive statistical reports.
- Perform a variety of technical and specialized tasks and functions in an independent, competent, and timely manner.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Utilize firearms, if authorized, for self-defense or the defense of others in life-threatening situations
- Operate office equipment including a personal computer, copy and fax machines and printers.
- Manage and/or participate effectively in varied group situations.
- Manage conflict.
- Analyze and assess problems.
- Plan organizational changes.

- Conduct and participate in effective meetings.
- Develop and implement various programs and activities.
- Prepare and present a variety of training programs and activities.
- Research, obtain and manage grant-funded programs ensuring compliance with grant requirements.

PHYSICAL REQUIREMENTS:

- **Mobility and Dexterity:** Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, reaching, grasping, feeling (i.e. sense of touch), repetitive motion, crouching, and crawling. May be required at times to use force to restrain/subdue others. May involve prolonged standing.
- **Lifting, Carrying, Pushing and Pulling – Light Work:** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, view a computer terminal, read, etc. Positions in this class also required employees to have depth perception in order to operate a motor vehicle. Employees in this class must have the visual acuity to make observations of surroundings and must demonstrate color vision sufficient to distinguish colors in order to describe events in an accurate manner.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word. Detailed or important instructions must often be conveyed to others accurately, loudly, and/or quickly.

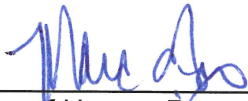
WORKING CONDITIONS:

- **Outdoor Work:** Employees in this class will occasionally be working outdoors and thus will be subject to exposure to intense noises, fumes, odors, pollens, dust, inadequate lighting, and to unpleasant field conditions including rainy, windy, cold, or hot weather.
- **Work in a Jail/Juvenile Detention Facility (JDF):** Employees in this class will occasionally be working in a jail/JDF environment and thus will be subject to exposure to communicable diseases, intense noises, odors, blood and other bodily fluids.
- **Traffic Hazards:** Employees in this class will be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- **High Risk Population:** Employees in this class may be subject to people with a history of violence and mental health disorders and with disruptive or confrontational people.

OTHER REQUIREMENTS:

- Probation Officer Requirements:

- Incumbents must complete annual training in accordance with Title 15, Division 1 of the California Administrative Code.
- Incumbents of this class have limited Peace Officer powers as delineated in the California Penal Code and must meet training requirements in accordance with Penal Code Section 832 within twelve (12) months of appointment.
- Peace Officers must meet minimum standards concerning citizenship, age, character, education and physical/mental condition as set forth in Section 1031 of the California Government Code.
- Completion of the Probation Core Course certified by the California Corrections Standards Authority, or an equivalent course, is required prior to appointment.
- Must pass a physical exam and psychological exam as a condition of hire.
- Firearm Proficiency: Prior to assignment to an armed unit, employees must pass a psychological examination confirming fitness to be armed and complete required firearm training which includes: an approved course on firearms pursuant to Penal Code Section 832; a review and acknowledgement of the Department's firearms policy; a Basic Force and Weaponry Course as selected by the Department; quarterly firearms qualification training; and other training required by the Department.
- Independent Travel: Incumbents are required to travel independently, for example, to meet with adult and/or juvenile offenders, their families, and other concerned parties, to meet with representatives from other departments, agencies, etc.
- Course Certifications: Possession of Probation Officer or Group Counselor Core Course Certificate, and Supervisor Core Course Certificate. A Manager/Administrator Core Course Certificate must be obtained within one year of appointment.



Director of Human Resources

CLASS HISTORY AND CLASS INFORMATION

- Date Adopted by the Board of Supervisors: June 30, 2005
- Dates Revised: January 2005, August 2015
- Class Code: 117070