



Career Service Authority

Diversion Officer Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over employees engaged in assessing, counseling, monitoring, and providing case management to clients involved in Diversion Programs.

DISTINGUISHING CHARACTERISTICS

This class performs supervisory work over employees engaged in assessing, counseling, monitoring, and providing case management to clients involved in Diversion Programs. This class is distinguished from a Diversion Officer that performs standard level professional work assessing, counseling, monitoring, and providing case management to clients involved in a Diversion Program. The Diversion Officer Supervisor is distinguished from the Program Manager that performs professional and supervisory work over program staff, provides leadership, program direction, and long range and short term planning for the program area(s), directs program design, policy development, and performance criteria for program operations, and makes budgetary and resource allocation decisions.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more Diversion Officers.

ESSENTIAL DUTIES

Supervises Diversion Officers engaged in assessing and interpreting a client's risk factors, developing an individual program plan/contract with a client, monitoring a client's compliance, and preparing pre-sentencing reports with recommendations for sentencing and treatment.

Serves on committees in order to discuss issues and recommend changes to improve services/facilities for youth/clients and coordinates and attends meetings with community based partners/groups, city personnel, and other governmental agencies for the purpose of youth/client prevention efforts.

Establishes cooperative relationships with civic, business, non-profit agencies, and higher education staff to foster the prevention of violence by and against youth.

Develops and establishes procedures and protocols for various programs including monitoring and tracking systems for program evaluation in a timely and efficient manner throughout the annual cycle.

Assists in the formulation of the office's budget, develops funding strategies that permits fundraising and allocation of funds, and monitors distribution of financial resources including current allocations, grant funding, strategic spending, and monitoring variances.

Reviews, develops, or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback, evaluates the work of the employee, and provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Perform other related duties as assigned.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility - Adapts quickly to changes.

Technology Application - Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory - Recalls information that has been presented previously.

Reasoning - Discovers or selects rules, principles, or relationships between facts and other information.

Self-Management - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Decision Making - Specific goals and obstacles to achieving those goals, generates alternatives, considers risk, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Customer Service - Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Problem Solving - Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Planning and Evaluating - Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Physical Demands:

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near Acuity: ability to see clearly at 20 inches or more.

Working Environment:

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Education Requirement:

Baccalaureate Degree in Criminal Justice, Human Services, Social Work, or a related field.

Experience Requirement:

Three years of experience at the type and level of a Diversion Officer.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 03/01/2006

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.