



Career Service Authority

Diversion/Criminal Justice Officer

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Performs standard level professional work assessing, counseling, monitoring, and providing case management to clients involved in Diversion and/or Criminal Justice Programs.

DISTINGUISHING CHARACTERISTICS

This class performs standard level professional work assessing, counseling, monitoring, and providing case management to clients involved in Diversion and/or Criminal Justice Programs. This class is distinguished from a Diversion Officer Supervisor that performs supervisory duties over employees engaged in assessing, counseling, monitoring, and providing case management to clients involved in Diversion Programs. The Diversion/Criminal Justice Officer is distinguished from an Associate Probation Officer that performs standard level professional work providing case management by interviewing, investigating, counseling, and referring clients for probation and preparing pre-sentencing reports and other documents for the court. The Diversion/Criminal Justice Officer is distinguished from the Social Case Worker that performs standard performance professional level social case work for the Denver Department of Human Services.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Conducts an assessment interview using various assessment tools to appraise and interpret a client's risk factors and needs such as alcohol/drug use, anger, depression, suicidal ideation, thought disturbance, criminal behavior/delinquency, employment/educational needs, and relationships with family, friends, or other support systems; evaluates a client's resiliency factors and strengths; and recommends corrective actions, classes, activities, and/or other appropriate services/resources.

Develops an individual program plan/contract with a client including attending support/prevention groups and/or cognitive/behavioral classes, counseling, employment preparation, participating in community service activities, and/or referring client to community agencies that meet particular individual needs and establishes goals with time lines for completing specific conditions.

Monitors and verifies clients have completed agreed upon goals/activities, meets with clients, family members/guardians, school staff, and/or other services providers to discuss progress, problems, and solutions, and recommends corrective action for clients in non-compliance.

Prepares reports including recommendations for sentencing and treatment, recommends action(s) to be taken for a client's failure to complete requirements, notifies the courts when a client is not complying with court ordered requirements, and testifies in court as needed.

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.

Prepares and conducts various cognitive/behavioral classes, facilitates groups, and develops the curriculum for individual groups and classes.

Maintains client files and records consistent with departmental policies and local, state, and federal rules and regulations.

By position, utilizes methods, techniques, and approaches to the delivery of care that are consistent with the age group, developmental skills, and mental health issues of the client and in conformance with a specific care plan tailored to the unique issues/needs of each client.

By position, assesses restitution for clients to pay to victims and ensures restitution payments are made to victims according to an agreement/contract.

.....
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.
.....

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Self-Management – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

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.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

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.

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.

Flexibility – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Memory – Recalls information that has been presented previously.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of interviewing techniques sufficient to be able to elicit information.

Knowledge of the theories and practices of counseling and case management such as Stages of Change and Motivational Interviewing sufficient to be able to perform the duties related to the work assignment.

Knowledge of evidence of inclusion and principles of client confidentiality.

Skill in exercising initiative, judgment, creativity, and decision-making sufficient to be able to solve problems and meet client goals and organizational objectives.

Skill in calming and reassuring clients in order to engage them in a therapeutic relationship, the reentry process/services, and in motivating and empowering clients to self-monitor and self-manage.

Skill in demonstrating client advocacy practices and maintaining appropriate personal and professional boundaries with clients.

Physical Demands:

Standing: remaining on one's feet in an upright position.

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.

Working Environment:

Handles inter-personal, client related emergency or crisis situations.

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Education Requirement:

Baccalaureate Degree in Psychology, Sociology, Human Services, Criminal Justice, or a related field.

Experience Requirement:

One year of experience in performing case management including completing comprehensive needs assessments and developing/implementing case plans OR one year of experience in case

work and counseling in areas such as Diversion, Probation, alcohol and drug abuse, community based treatment case management, or a closely related area.

Education/Experience Equivalency:

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

Licensure and/or Certification:

By position, requires eligibility to possess a Certified Addictions Counselor (CAC) certificate or an Alcohol and Drug Evaluation Specialist (ADES) Certification from the State of Colorado at the time of application.

By position, candidates will be asked to submit to a background check, polygraph, and drug screen.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 11/16/2005

REVISED DATE: 01/16/2007

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY 11/2005 - This is a new class.
12/2006 - Changed the title from Diversion Officer to Diversion/Criminal Justice Officer so that the class could be used in different departments and with different populations. Several job responsibilities were expanded; however, the concept of the class remains the same.