



## Career Service Authority

# Probation Officer Supervisor

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### **GENERAL STATEMENT OF CLASS DUTIES**

Performs supervisory duties over a probation unit, which includes establishing operating procedures and assisting in administering a probation program.

### **DISTINGUISHING CHARACTERISTICS**

This class is distinguished from Senior Probation Officer, which performs full-performance level professional work providing case management by interviewing/investigating/counseling and referring clients for probation; preparing pre-sentencing reports and other documents for the court. This class is also distinguished from Electronic Monitoring Probation Officer series, which provide a safe environment for the community through performing 24/7 hours on-call monitoring of and providing a structured environment for court assigned offenders.

#### ***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 managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

#### ***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 (2) or more employees who do not supervise.

**ESSENTIAL DUTIES**

Supervises the work of probation officers, clerical staff and other assigned personnel in the processing of probations.

Plans/schedules/coordinates/assigns work and establish goals/priorities for subordinate employees.

Reviews work upon completion for adherence to guidelines and standards.

Resolves problems encountered by employees during the course of the assignment.

Develops/implements required training programs and trains staff in day to day operations.

Maintains a caseload of individuals placed on probation.

Develops/implements development plans to provide cross training of employees, specific job related training, and other approaches to provide opportunities for staff flexibility and development

Implements and interprets policies/procedures developed by higher level managers. Develops/recommends/coordinates the implementation of new procedures for the assigned function.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides on going feedback regarding levels of performance, and formally evaluates employees in relation to performance.

Initiates/recommends disciplinary action for employees as necessary.

Interviews and selects staff reporting directly to this position and assists with other interviews as required.

Assists in the development of departmental budgets.

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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:***

**Leadership** - Influences, motivates, and challenges others; adapts leadership styles to variety of situations.

**Legal, Government & Jurisprudence** - Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organizations and functions, and the democratic political process.

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

**Interpersonal Skills** - Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; related well to people from varied backgrounds & situations; 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 cue and responds appropriately.

**Decision Making** - Makes sound, well informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

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

**Organizational Awareness** - Knows the organization's mission and functions, and how it's social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

**Reasoning** - Identifies rules, principals, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Creative Thinking** - Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

**Attention to Detail** - Is thorough when performing work and conscientious about attending to detail.

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

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

**Planning & 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 the organization; monitors progress, evaluates outcomes.

**Public Safety and Security** - Knowledge of the military, weaponry, and intelligence; public safety and security; occupational health and safety investigation and inspection; rules, regulations, precautions, and prevention techniques for protecting people, data, property.

**Technical Competence** - Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluated technical information related to the job; advises others on technical issues.

**Teaching Others** - Helps others learn through formal/informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

**Stress Tolerance** - Deals calmly and effectively with high stress situations i.e. hostile individuals, emergency situations, dangerous situations, etc.

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

**Writing** - Recognizes or uses correct English grammar, punctuations and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience (preparing professional reports that clearly express and convey ideas and concepts).

**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; demonstrates responsible behavior.

**Self Esteem** - Believes in own self worth; maintains a positive view of self and displays a professional image.

**Memory** - Recalls information that has been presented previously.

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

Knowledge of research techniques sufficient to be able to determine what information is needed, secure and analyzes desired information, and formulate logical recommendations.

Knowledge of interviewing techniques sufficient to be able to obtain and/or verify necessary information.

Knowledge of techniques and objectives of probation counseling and relative court procedures sufficient to be able to adequately counsel probationers.

Knowledge of supervisory theories/methods sufficient to be able to perform a variety of lead-functions.

Skill in assessing physical and mental condition of clients through diagnostic testing and interviews.

Skill in recognizing non standardized situations and preparing recommendations for problem resolution.

### ***Physical Demands:***

Sitting: Remaining in the normal seated position

Lifting: Raising or lowering an object up to 10 pounds

Carrying: Transporting an object, usually by hand, arm, or shoulder

Stooping: Bending the body by bending spine at the waist

Handling: Seizing, holding, grasping or otherwise working with hand(s)

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

Eye/hand/foot coordination: Performing work through using two or more

Far Acuity: Ability to see clearly at 20 feet or more

Near Acuity: Ability to see clearly at 20 inches or less

Field of Vision: Ability to see peripherally

Ability to adjust vision to bring objects into focus

Color Vision: Ability to distinguish and identify different colors

***Working Environment:***

Subject to varying and unpredictable situations  
Handles emergency or crisis situations  
Subject to many interruptions  
Subject to long irregular hours  
Exposed to dangers of assaults/hazards

***Education Requirement:***

Baccalaureate Degree in Psychology, Sociology, Human Services, Corrections, or a related field

***Experience Requirement:***

Three years of experience in case writing and investigation, or in case work and counseling in areas such as probation, prison, alcohol and drug abuse, domestic violence, or related fields including one year experience as a project leader or lead worker on an interim basis.

***Education/Experience Equivalency:***

Additional appropriate type/level of experience may be substituted for the minimum education requirement on a one year for one year basis except one year experience as a project leader or lead worker.

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

***Licensure and/or Certification:***

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

By position, possession of Alcohol and Drug Evaluating Specialist (ADES) Certification from the State of Colorado at the time of application. Possession of ADES Certificate is required by the completion of probation period.

Must pass the CSA first-line supervisory test before the probation period ends.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 09/16/1995

***ESTABLISHED BY:***

***REVISED DATE:*** 01/18/2009

**REVISED BY:** Hameed Pousti

**CLASS HISTORY** 09/1995 - This class was originally created.  
01/2009 - Class spec was re-formatted and the GSD was updated.