DENVER
THE MILE HIGH CITY

Office of Human Resources
Director Community Corrections – CN3580

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General Statement of Duties

Directs the Department of Safety's alternatives to incarceration division including Community Corrections, Pretrial Services and Electronic Monitoring Programs. Guide policy and use appropriate performance metrics and innovation strategies which includes developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards.

Distinguishing Characteristics

There are three general management classes (Manager, Director, and Executive) and specific individual management classes. The Manager is a first level management class. A Manager oversees work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and/or functionally focused.

The Director is a mid-level management class. A Director manages a division or agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or functionally focused as well as strategically focused.

The Executive is the highest level of management class in the city other than appointees or elected officials. An Executive directs multiple divisions and is generally responsible for supervising directors, managers, supervisors, and individual contributors. An Executive position is strategically focused.

Essential Duties

Directs the 24/7 operations of Community Corrections, Pretrial Services and Electronic Monitoring Programs which is comprised of Pre-trial Service Teams, Residential Facilty Correctional Service Teams, Home-Confinement Teams, and Contract Compliance.

Develops annual and multi-year work plans and strategies to meet business needs. Develops and directs the implementation of goals, objectives, policies, procedures, and work standards to ensure success.

Manages, prioritizes, and coordinates through managers and supervisors the 24/7 day-to-day operations of Community Corrections including the effective functioning of all services and adequate staffing to ensure work quality and adherence to established rules, policies, and procedures, state regulatory requirements and statute.

Collaborates with leaders in the Executive Director of Safety Office, and other public safety leaders to establish and unite changing needs within the community to meet desired outcomes and safety for community members.

Coordinates the activities of the division and maintains effective working relationships with Judges, City Council, the State Division of Criminal Justice law enforcement agencies, District Attorney's Office, Public Defender's Office, public and private social service agencies, and community resources.

Coordinates with other city agencies to maintain operational standards for residential faciity operations, including necessary facility updates and changes.

Participates with Technology Services in selecting compatible software and technology used to operate a diverse set of communtiy based programs , determines when upgrades or changes are needed, monitors the technology maintenance schedules, and plans for future system procurements based on business requirements, technology changes, and service needs.

Ensures all, , supervisors, administrative team members, and managers receive job related training and meet training requirements established by the city and state.

Communicates business and work area plans and goals to managers and supervisors to secure buy-in. Reviews, approves, and implements recommended changes to plans and leads the development of process and/or operational improvements.

Prioritizes and allocates resources to achieve strategies. Utilizes resources to develop or expand services and/or operation. Ensures resources are utilized appropriately and do not exceed the established budget without approval.

Creates and administers policies and integrates work group procedures across work areas for consistency. Resolves sensitive, controversial issues by making decisions that are inclusive of multiple perspectives.

Represents the division/department in meetings with elected and/or appointed officials and other city entities. Serves as the city representative with a variety of public, business, and community organizations. Fosters collaborative relationships to the benefit of the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Resolves escalated employee or citizen complaints including long-term resolutions in problem areas.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Develops and monitors the budget and oversees financial well-being by analyzing cost effectiveness. Directs cost control activities.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Analyzing and Interpreting - Analyzes complex information and applies expertise to produce high quality work products.

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

None

Level of Supervision Exercised

Directs a division of a department by supervising managers, supervisors, and other individual contributors.

Education Requirement

Bachelor's Degree in Criminal Justice, Sociology, Psychology, Social Work, or related field.

Experience Requirement

Five (5) years of experience at the type and level of functional or operational management, which must have included management of subordinate supervisors.

Education & Experience Equivalency

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Pressure due to multiple calls, inquiries, and conflict.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to long irregular hours.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check
Employment Verification
Education Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-16
FLSA Code: Y
Established Date: 10/30/22
Established By: SO
Revised Date: 12/02/2025
Revised By: JFH
Class History: 11/27/2022 - Revised pay grade because of CN1746; 7/1/24 – Revised Experience Requirement; 12/02/25 – Job family updated to Enforcement, job code changing from CA3354 to CN3580.