



Office of Human Resources  
Diversion Officer Supervisor - CN2164  
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### General Statement of 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.

### 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 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.

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.

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

**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.

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

**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.

**Influencing** - Collaborates with, persuades and influences others.

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

**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.

**Written Communication** - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

## Knowledge & Skills

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 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.

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

**Level of Supervision Exercised**

Supervises two or more Diversion Officers.

**Education Requirement**

Bachelor's Degree in Criminal Justice, Human Services, Social Work, or a related field.

**Experience Requirement**

Three (3) years of experience at the type and level of a Diversion Officer.

**Education & Experience Equivalency**

One (1) year 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 and inquiries.  
Subject to many interruptions.

**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.):

- Hearing: Perceiving and comprehending the nature and direction of sounds.
- Lifting: Moving objects weighing no more than 10 pounds from one level to another.
- Sitting: Remaining in a stationary position.
- Standing: Remaining in a stationary position.
- Talking: Communicating ideas or exchanging information.

**Background Check Requirement**

- Criminal Check
- Employment Verification
- Education Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: EX-08**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**