

TOLEDO MUNICIPAL COURT-Probation Department
CLASS SPECIFICATION
Assistant Chief Probation Officer

Department: Probation Department
Reports To: Chief Probation Officer
Job Code: 8007
Date Established: April 1, 1983
Ordinance No: 248-83
Salary Level: 13
Salary Amendments: None
Classification Last Revised and Approved: April 9, 2013

DEFINITION: Works under the general supervision of the Chief Probation Officer. Supervises and organizes the daily operations of the Toledo Municipal Court Probation Department. Assists the Chief Probation Officer in managing the department resources (personnel, funding & equipment) and processes relating to pre-sentence investigations, probationer supervision and sentencing programs. Performs audits and quality assurance reviews. Prepares and submits Probation Department statistics.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **Supervises daily activity of the Probation Department Staff to promote optimum productivity.** Including, but not limited to directly supervising the work of Probation Unit Supervisors and Administrative Secretary; providing daily direction and guidance to supervisors and staff; facilitating problem-solving; assisting the Chief Probation Officer in informing staff of policy/legal changes; assisting in the interpretation and explanation of department policies and procedures; ensuring compliance with policies, procedures, laws and regulations; mediating employee grievances and conflict; preserving the confidentiality of non-public information; monitoring and approving employee work schedules and assignments; approving and submitting timesheets for direct reports.
- **Develops staff in the Probation Department.** Including, but not limited to promoting by example a positive work environment; motivating and recognizing staff; building effective relationships; listening to and addressing staff recommendations and concerns; expecting and encouraging clear communication; training new supervisors and staff in court procedures and other aspects of probation work; monitoring and evaluating performance of probation unit supervisors and administrative secretary through direct observation; maintaining documentation of employee performance; providing secondary review of all other staff performance appraisals; assuring timely completion of performance appraisals for all staff; identifying and addressing employee professional needs and deficiencies; conducting performance/disciplinary counseling; implementing performance improvement plans; identifying training needs and associated resources; guiding and encouraging staff to professional training and development opportunities; providing input for the annual department training budget; recommending to court management hiring, promoting, disciplining and developing employees.

- **Administers quality control of data and information from the Probation Department.** Including, but not limited to, assisting the Chief Probation Officer in developing protocols to enhance and monitor quality and productivity; monitoring reports and other relevant documents for timely completion, syntax, accuracy, thoroughness of documentation, and summarizing of facts; primary responsibility for overseeing audits of case histories for accurate identification and reporting of criminogenic risk, need and responsivity factors (i.e. ORAS); monitoring practical application of the principles of restorative justice for recommendations consistent with treatment, rehabilitation, and community safety needs; overseeing audits of probation supervision cases and other specialized Court programs in accordance with department standards and Ohio Probation Audit standards; compiling data for use in research, analysis and department improvement; preparing statistical reports for probation programs in accordance with department standards.
- **Assists the Chief Probation Officer in the development of programs, policies and procedures.** Including, but not limited to, contributing to the development of goals, objectives, policies and procedures in the Probation Department; participating in a team process to analyze new and existing procedures; recommending new or revised department procedures to enhance efficiency; building consensus among subordinates for policy change and implementation; conducting research on the merits of new or existing programs; assisting the Chief Probation Officer to create, implement, monitor and evaluate new or existing programs.
- **Under the direction of the Chief Probation Officer, fosters positive internal and external relations to improve services and efficiencies.** Including, but not limited to, facilitating the coordination of services between the Probation Department and other departments; working with Court users to promote favorable public relations on behalf of the department; promoting interagency collaboration by coordinating activities with various private and public agencies (i.e. clerks office, prosecutors office, social service providers, etc.) to improve services required by the Probation Department; representing the department at schools, civic groups and other agencies as the need arises; conducting presentations about mission and purpose of the Probation Department and Court System.
- **Performs duties of the Chief Probation Officer in his/her absence.**
- **Facilitates custody case assignments.** Including, but not limited to, receiving and reviewing content of offender's affidavit; working with courtroom personnel to coordinate moving in-custody offender through the court system; interacting with clerk of court personnel to coordinate timely review of offender and facilitating timely transmission of paperwork between offices/departments.
- **Serves as back-up support to probation unit supervisors and administrative secretary as needed to supervise probation officer and related staff.**
- **Other duties as assigned. The Toledo Municipal Court Judges' Division retains the right to add, delete, or modify the duties of this position at any time.**

KNOWLEDGE, SKILLS AND ABILITIES: (Possessed at time of employment or gained within twelve months from the date of hire.)

Knowledge of:

- Knowledge of Municipal Court operations and Probation Department policies and procedures including Alternatives, CSPP, EMU, ISP, Kiosk and WRP programs
- Knowledge of legal/probation terminology and federal, state and municipal law and ordinances pertaining to probation
- Knowledge of effective written and oral communication techniques and practices, including spelling, grammar and punctuation
- Knowledge of NORIS Applications, LEADS, Probation software and MS Windows/Excel/Powerpoint
- Knowledge of record systems and maintaining updated/current records
- Knowledge of management practices and procedures, including human resource practices
- Knowledge of case flow management principles
- Knowledge of techniques to minimize and de-escalate tensions and confrontations
- Knowledge of community assistance agencies and community resources available to which litigants and defendants may be referred
- Knowledge of counseling techniques in a strength-based forum
- Knowledge of the principles of effective intervention (risk, need, responsivity and fidelity)
- Knowledge of offender classification and risk assessment processes, including the Ohio Risk Assessment System (ORAS)
- Knowledge of evidence-based practices in probation and community corrections
- Knowledge of investigative procedures and probation supervision techniques
- Knowledge of record systems and maintaining updated/current records
- Knowledge of case flow management principles

Skill In:

- Skill in leadership
- Skill in verbal communication and speaking clearly
- Skill in written communications, including proofreading
- Skill in dealing with the public and establishing and maintaining effective working relationships
- Skill in providing feedback and conducting performance assessments
- Skill in exploring options for remedies to non-compliant behavior
- Skill in analyzing problems and recommending corrective action
- Skill in organizing and maintaining information/records
- Skill in compiling and analyzing information/statistics
- Skill in organizing work activities
- Skill in conducting group meetings effectively
- Skill in public speaking and making presentations
- Skill in administering and scoring the ORAS
- Skill in conducting risk, need and responsivity assessments
- Skill in case planning
- Skill in program development
- Skill in motivating staff

- Skill in investigative and interviewing techniques as applied to probation work
- Skill in identifying legal paperwork and understanding dates/deadlines associated with different types of legal paperwork
- Skill in participative management practices
- Skill in creating an environment of helpfulness, inclusiveness, courtesy and civility

Ability to:

- Ability to correctly interpret and apply court and Probation Department policies and procedures
- Ability to establish and maintain cooperative working relationships and to effectively communicate with the public, staff and attorneys
- Ability to interact in a courteous and professional manner with diverse populations, including but not limited to judges, co-workers, other departments/agencies, and customers (including attorneys, defendants, plaintiffs, and their families)
- Ability to listen to individuals to obtain information necessary to provide meaningful and accurate assistance
- Ability to build consensus for change among diverse constituencies
- Ability to quickly assess situations and respond appropriately
- Ability to motivate defendants to comply with court orders
- Ability to maintain self-control under stressful conditions (a professional demeanor), including the ability to effectively communicate with upset, angry or frustrated individuals and individuals accused or convicted of crimes
- Ability to read and comprehend written material, including case entries and other legal documents
- Ability to write documents that are clear, concise and persuasive
- Ability to document work activities, work independently with minimal direction, prioritize work tasks and complete them in a logical order, manage time and meet deadlines under time pressures and stress
- Ability to research and synthesize data/information and prepare reports
- Ability to work on multiple projects simultaneously
- Ability to motivate subordinates to improve or sustain performance
- Ability to give direction
- Ability to use independent judgement to determine the best course of action based on experience and past practice
- Ability to work outside regular work hours when needed
- Ability to operate a computer and keyboarding skills
- Ability to run, read and interpret LEADS, NCIC and other forms of computerized criminal history reports
- Ability to collect and summarize statistics and prepare and maintain reports
- Ability to effectively analyze information
- Ability to follow safe work practices
- Ability to operate office equipment
- Ability to create, maintain and use filing system, analyze information and prepare and maintain business records
- Ability to interview, gather information and make assessments
- Ability to maintain ORAS certification
- Ability to administer a variety of diverse programs within the department

- Ability to handle sensitive or confidential information
- Ability to maintain consistency and uniformity
- Ability to stay abreast of cutting-edge theories, practices, policies, procedures, and objectives in the field of community corrections
- Ability to role model emotional maturity
- Ability to identify and develop talent within the department
- Ability to manage change
- Ability to inspire commitment to the goals of the department and Court
- Ability to encourage the contributions of others

Personal Characteristics of:

Other - Cultural sensitivity, fair, diplomatic, good judgment, analytical, flexible, professional, organized, and attentive to detail

MINIMUM QUALIFICATIONS:

Education: Bachelors degree in psychology, social work, criminal justice or related field required. Masters degree in psychology, social work, criminal justice, related field or in a management related discipline preferred

Availability: Must be able and available to work during the department's business hours on the days required.

Experience: 6 years staff work in counseling, social work, criminal justice or related work experience required including a minimum of 3 years supervisory/management experience required. Probation experience preferred.

Background: Prior convictions that would impinge on the Assistant Chief's ability to direct the daily operations of the department in a credible, fair and professional manner, including but not limited to convictions involving fraud, theft, or crimes involving violence or weapons are incompatible with the position of Assistant Chief Probation Officer. Must be LEADS certifiable.

ENVIRONMENTAL FACTORS AND PHYSICAL DEMANDS:

The physical demands and work environment described are representative of those associated with performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- An employee is regularly required to read typed and handwritten documents.
- An employee is frequently required to sit and walk up to 70% of workday.
- An employee is regularly required to walk and stand. May involve manipulating up to 10 pound items.
- An employee may be at risk for blood/airborne disease/pathogens.
- An employee is frequently required to communicate orally.
- An employee is regularly required to keyboard.