

CUYAHOGA COUNTY COMMON PLEAS COURT GENERAL DIVISION – JOB DESCRIPTION

Job Title: Probation Officer Supervisor
Department: Probation

Reports To: Probation Department Administration
Salary Range: \$89,024.00

SUMMARY

The Probation Officer Supervisor will oversee specific functions of the Probation Department and will provide direction, leadership and oversight to officers and other staff pertaining to those functions. The Supervisor will assist Probation management with daily operations and shall be responsible for monitoring and compliance pertaining to the specific activities, projects and goals established within their job duties. This position is responsible for making daily operating decisions in the management of staff or projects (e.g., assignment of work to staff, investigation and analysis of cases requiring special attention, personnel issues). The Supervisor will participate in cross-function/management teams and will assist Probation management and Court Administration in achieving the goals and overall mission of the Court and Department. The Supervisor will provide input into the Department's operational needs, policies and procedures and will support the mission of the Court and Department in implementation and adherence to evidence-based practices (EBP) in community corrections.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Plan and Direct: Coordinate the activities of their assigned staff or program (e.g., plan work on short and long term cycles, rearrange work schedules to meet deadlines, develop new programs or procedures to resolve problems);
2. Organize: Make minor changes to the unit structure in order to accomplish goals more efficiently within time parameters (e.g., assign individual probation officers to cases requiring specific expertise);
3. Budget: Provide input to Chief Probation Officer on budget expenditures (e.g., manpower, equipment, travel, space, printing); Prepare grant proposals and reports (e.g., justifying needs for state grants and service contracts); Monitor expenditures of grant monies (e.g., funds available for purchase of equipment and supplies);
4. Instruct: Ensure current and sound understanding of evidence based practices (EBP) in corrections and department and Court policies and procedures; Provide information, instruction, training and constructive feedback to subordinates in order to meet standards and guidelines (e.g., advising and coaching staff in specific evidence based practices and department policies and procedures); Develop guidelines and procedures (e.g., assist in formulation of departmental Policy and Procedure Manual);
5. Set Standards: Establish standards for individual units or personnel managed and assisting in the development and maintenance of departmental standards (e.g., how to respond to judges in the courtroom setting, how to appropriately correspond with public and outside agencies); Ensure conformance to standards by review of work;
6. Review and Audit: Perform general reviews of the overall work product and detailed audits in complex areas of subordinate work (e.g., check presentence investigations and status reports for accuracy and staffing recommendations); Perform monthly reviews of accomplishments to compare with departmental goals (e.g., review of computerized statistical reports, compliance with established program or departmental standards);
7. Train: Provide training or input to superiors on subordinate training (e.g., conduct unit meetings, staffings or small group trainings, orienting new staff, on-going coaching of current staff for continued skill development, identify and recommend training needs for specialized caseloads);
8. Cultural Competency and the ability to respond to a variety of staff and offender responsivity issues;

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9. Counsel and Discipline: Counsel staff when appropriate (responding to and resolving complaints about subordinates, acting as intermediary in personnel disputes); Initiate discipline of subordinates as needed (e.g., recommend disciplinary action to Chief Probation Officer, effecting sanctions for negligence in work); Ensure conformity to established policies by following grievance procedure and discipline process;
10. Appraise Performance: Ensure the subordinates are productive through periodic review of work; Conduct annual formal evaluation of subordinate staff;
11. Other Personnel Functions: Perform various personnel functions (e.g., make recommendations on new hires and staff promotions, approve vacations directly and other leaves indirectly);
12. Act as liaison with other Court departments and outside agencies (e.g., coordinate interns from universities, act on committees relevant to specialized units or projects, monitor services from contracted community resources);
13. Manage and monitor activities under state and federal grants for specialized projects (e.g., substance abuse testing, intensive probation supervision, pre-trial release, home detention);
14. More specific knowledge and competencies may be required depending on area of supervision (e.g., Domestic Violence, Mental Health/Developmental Disability, skill practice and role play, CCH operation and interpretation, verbal and physical crisis intervention);
15. Perform a variety of other related duties as required (e.g., performing probation officer activities in their absence, working with consultants for research purposes, responding to judges for technical assistance).

The above statements describe the general nature and level of work performed by individuals assigned to this classification. They are not an exhaustive list of all duties. Other duties may be assigned.

KNOWLEDGE, QUALIFICATIONS, SKILLS and ABILITIES

To perform this job successfully, an individual must demonstrate the following:

1. Excellent interpersonal skills and communicate effectively, both orally and in writing, with Judges, staff, other Court employees, attorneys, outside agencies and the public;
2. Ability to communicate effectively to keep subordinates, superiors, court personnel, and the public informed and/or to resolve problems (e.g., formulating policies and procedures, representing the Department with other agencies, and preparing written reports and grant applications, public speaking, resolving complaints);
3. In-depth knowledge of the criminal justice system in order to provide supervision to subordinates in the accomplishment of departmental goals;
4. Ability to analyze problems and make recommendations and/ or decisions in order to meet the Probation Department's objectives (e.g., approving subordinate work and recommendations, resolving unusual situations, developing new programs);
5. Sound administrative, leadership and motivational skills and knowledge of organizational behavior in order to effectively manage subordinate officers (e.g., supporting and motivating staff in stressful situations to complete work effectively);
6. Demonstrated understanding and implementation of evidence-based practices (EBP);
7. Ability to conduct audits and other continuous quality improvement efforts and provide necessary coaching and supports;
8. Ability to accept responsibility for the effective coordination, implementation and sustainability of an activity;
9. Ability to work under pressure in a highly dynamic work environment with changing program demands and priorities;

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10. Effective time management, reliability and punctuality;
11. Ability to work collaboratively, constructively and positively in a team environment;
12. Ability to maintain sensitive and confidential information and the highest ethical standards;
13. Possess a professional appearance and demeanor consistent with the standards and expectations of the Court.

EDUCATION and EXPERIENCE

A bachelor's degree and a minimum of five (5) years' experience as an Adult Probation Officer or equivalent corrections-related experience are required.

PHYSICAL DEMANDS and WORK ENVIRONMENT

The physical demands described here represent those an employee must meet to perform the essential functions of this job. The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires working in a normal Court and/or office environment, but requires coping with demanding people or situations, and resolving problems. This position may involve controlled exposure to intoxicated, belligerent or potentially violent offenders in a court or community environment. However, the incumbent has security and/ or self-defense training and procedures available to ensure safety in this environment. Frequent contact is made with co-workers and other Court personnel, other agencies, attorneys, defendants, defendants' families and the general public.

The normal hours of operation are from 8:30 AM to 4:30 PM, Monday through Friday. This position may require some work beyond normal hours, including evenings and weekends. Some travel within and outside the State of Ohio may be required.

APPLICATION REQUIREMENTS

Qualified applicants will be required to submit to testing. Proof of education and employment references will be required before final interview. The Cuyahoga County Court of Common Pleas requires submission to a criminal history background check, and drug testing prior to employment or promotion. Applicants must submit a letter of interest and resume to:

**Cuyahoga County Common Pleas Court
Gregory Popovich - Court Administrator
1200 Ontario Street
Justice Center - 11th Floor
Cleveland, Ohio 44113**

(e-mail: infosys@cuyahogacounty.gov)

This position will remain open until filled.

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All applicants will receive notification of their application status. No phone calls or e-mails please. Reasonable accommodation is available to all qualified employees and applicants; please contact the Director of Human Resources for Cuyahoga County Common Pleas Court at 216.443.8560.

Equal Opportunity Employer- Smoke-free and Drug-free Workplace

Visit the Court's website:

[Employment Opportunities | CCCCPC](#)

or

Cuyahoga County's website:

www.cuyahogacounty.gov