

Class Concept

Positions in this class supervise Probation/Parole Officers and administrative support personnel within a work unit. Position is responsible for the daily operations of and direct involvement in the decision-making process regarding offender supervision including assigning cases and coordinating workflow. Position is responsible for staff work schedules, training, crisis intervention, counseling, conflict resolution, investigations, and complaints. Position serves as a teacher and mentor for officers as they conduct their various duties, including office and field contacts, court, searches, arrests, and offender transports. Position provides guidance, instruction, and training to subordinate personnel to foster an understanding of policies, procedures, and strategies. Position manages performance including disciplinary actions, disputes, and grievances; responsible for various reports, firearms inspections, and inventory; responds at any time to emergency calls as caseloads demand; may serve on response teams.

Work involves performing case reviews and audits of officer caseloads to determine effectiveness of offender supervision and adherence to evidence-based practices, policy, and law which may require working flexible hours to include evenings and weekends. Work involves active participation in interview teams.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of Community Corrections policies and procedures,
- Thorough knowledge of the techniques of counseling, interviewing, job recruitment and placement,
- Thorough knowledge of human and criminal behavior,
- Intermediate knowledge of treatment services and community resources that address the relapse cycle, family and group dynamics, intervention, and prevention techniques,
- Thorough knowledge in the area of community corrections, probation, parole, and post-release to include but not limited to knowledge of structured sentencing, criminal law, legislation, statutory guidelines, case planning, delegated authority, and evidence-based practices,
- Intermediate knowledge of court procedures, operational procedures of law enforcement agencies and officials, characteristics of various socio-economic populations and community resources,
- Skill in crisis management,
- Skill in maintaining calm and rational composure in daily activities,
- Skill in establishing rapport with the offenders and the offenders' families,
- Skill in using automated systems and applicable software programs.
- Ability to establish and maintain effective professional alliances with co-workers, offenders, court officials, law enforcement officers, community agencies, and the general public,
- Ability to work independently in precarious situations,
- Ability to analyze problems and develop legally acceptable solutions,
- Ability to communicate information and ideas effectively, both orally and in writing.

Minimum Education and Experience

Bachelor's degree in criminal justice, psychology, social work, human services, or related work from an appropriately accredited institution and four years of experience as a North Carolina Probation/Parole Officer.

Necessary Special Qualifications

Must be eligible for certification by the North Carolina Criminal Justice Education & Training Standards Commission, as defined in Title 12, Chapter 9 of the NC Administrative Code, by the statutory authority of GS 17C.