

Class Concept

This is an executive level management role responsible for organizing and directing operations of juvenile court counseling and delinquency intervention and prevention services through Court Services. These positions oversee staff that evaluate complaints alleging delinquent and undisciplined behavior of juveniles presented by law enforcement diverted from court to be served without judicial intervention. Positions oversee the completion of comprehensive assessments of juveniles, determine the need for secure custody, and make recommendations to court regarding disposition and treatment needs of juveniles. Services include provision of court-ordered supervision and case management of comprehensive services by agencies under contract with state and community-based agencies. Positions serve as an Area Administrator to provide administrative, technical, and quality supervision to seven or eight juvenile court counseling district offices and staff assigned to those district offices.

Positions are responsible for the comprehensive management and direct supervision of Chief Court Counselors including professional development, building strong and effective individuals and teams, positive role-modeling, and setting the expectation for professionalism and accountability. The work of these positions is to ensure that all services delivered within this area follow department standards, General Statutes, and NC legislation. This role provides leadership, consultation, and complex problem-solving for community needs related to juvenile crime prevention and intervention, as well as staff development and human resources management. This role will participate in the development of and assure compliance with policies, standards, objectives, and goals to broaden the use of best and evidence-based practices to produce positive outcomes to meet changing laws and legislation. Positions report to a unit director and serve on the management team.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of adolescent development and behavior and the dynamics of juvenile delinquency, group norms, and family dysfunction
- Thorough knowledge of juvenile court processes, juvenile laws, regulations, policies, and guidelines which govern juvenile court counseling processes
- Thorough knowledge of the principles and practices of public administration, adolescent development and behavior, dynamics of juvenile delinquency, group norms and family dysfunction, as well as best and evidence-based practices in service delivery
- Thorough knowledge of community organization and skill in community mobilization
- Skill in supervising and developing a large professional staff, and service evaluation and implementation of methods and techniques to improve program integrity
- Ability to plan, assign, and direct the work of professional subordinate supervisors and employees, initiate, and implement new processes and procedures and evaluate their effectiveness
- Ability to apply and interpret a wide range of laws and regulations related to juvenile justice; make sound decisions
- Ability to establish and maintain effective working relationships; communicate and consult effectively with a wide variety of people in both oral and written forms; and discern difficult, sensitive circumstances which require situational approaches to problem solving
- Ability to work effectively with local organizations, school and court systems, and state agencies and other service delivery systems in identifying problems, resources, and problem resolution
- Ability to effectively represent Court Services and Juvenile Justice Section in regional and state level initiatives

Minimum Education and Experience

Master's degree from an appropriately accredited institution and five years of progressively responsible experience in juvenile court counseling, including two years in a supervisory or administrative position in Juvenile Justice; or

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

Bachelor's degree from an appropriately accredited institution and seven years of progressively responsible experience in juvenile court counseling, including two years in a supervisory or administrative position in Juvenile Justice; or an equivalent combination of education and experience.