

Class Concept

This professional work, performed as Officers of the Court, functions as a lead Probation and Parole Officer with responsibility for training and supervising new Probation and Parole Officers. Positions in this class train Officers to: manage a diverse caseload; use supervision and counseling techniques suitable to offenders with a wide variety of sanctions to direct and motivate them to meet and complete their probation or parole commitment; conduct risk/needs assessments to provide the court with recommendations regarding the offenders' suitability for community-based supervision sanctions; and communicate with a variety of court, law enforcement, and treatment officials. Positions primarily work with new hires in the field; however, office, court, Department of Public Safety, and institutional facility locations also apply. Supervisory duties include assignment of work, case reviews, conducting special research, and/or administrative assignments. Work requires a high level of independence, discretion, proficiency and judgment in training statutory interpretation, policies, and procedures. This role must collaborate with offenders, families, attorneys and court officials in the development and implementation of treatment plans. Services are provided to the offenders at their homes, places of employment, or in the community which may be unsanitary, hostile, or in violence-prone areas. Interactions with offenders and their families may require physical restraint or use of deadly force. The position has frequent contact with community resources to supervise/counsel offenders, gather information, and monitor/maintain documentation. This position will research, identify, and link offenders with support resources appropriate to their needs. Flexible work hours (day, night, weekend emergency response, and on-call availability) are required.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of court procedures; law enforcement agencies, officials, and their operational procedures
- Thorough knowledge of structured sentencing, criminal law, and statutory guidelines
- Thorough knowledge of community corrections, probation, parole, and post-release
- Thorough knowledge of criminal behavior, relapse cycle, family and group dynamics, intervention, and prevention techniques
- Thorough knowledge of characteristics of various socio-economic populations and community resources
- Thorough knowledge of interviewing and supportive/crisis counseling, job recruitment and placement techniques
- Ability to plan, assign, and evaluate the work of subordinate employees
- Ability to supervise, train, and mentor Probation/Parole Officers
- Ability to express ideas clearly and concisely in oral and written form
- Ability to establish and maintain effective working relationships with subordinates, co-workers, court officials, offenders, and the offenders' families
- Ability to work independently in precarious situations
- Ability to use and teach automated systems and applicable software programs

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and two years of experience as a North Carolina Probation/Parole Officer. There is no equivalency for the four-year degree requirement based on N.C. Criminal Justice Education and Training Standards Commission.

Necessary Special Requirements

Must be eligible for certification by the North Carolina Criminal Justice Education & Training Standards Commission.

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