

Class Concept

This is professional work performed as Officers of the Court where employees are responsible for the supervision of a variety of levels of risk/need offenders who have been placed on probation by the courts or paroled by the Parole Commission. These roles may supervise a wide variety of community, intermediate, specialized, and high-profile supervision cases (such as sex offenders, domestic violence, community threat groups, drug treatment, electronic house arrest), or only supervise specialized and high-profile cases in an urban area. Probation/Parole Officers conduct in-depth risk and needs assessments to provide the court with recommendations regarding the offenders' suitability for community-based supervision, treatment, and sanctions, while exercising significant involvement in the counseling and treatment of offenders. Case management and counseling duties include a wide variety of sanctions such as split sentence, electronic house arrest, and/or drug treatment. Work requires the application of significant judgment, independence, and advanced supervision and counseling techniques. Positions monitor the offenders' progress primarily through in-office, home, and community visits. Probation/Parole Officers work primarily in the field, but work locations also include office, court, Department of Public Safety, and institutional facilities. Direct services are provided to the offenders at their homes, or places of employment, which may be hostile or unsanitary. These roles typically work alone, which increases the hazardous working conditions, and are frequently be exposed to high crime, violence-prone areas which may result in threats from the offenders, family members, and the associates of offenders who may be hostile, resistant, and violent. Violent interactions may result in bodily injury.

Recruitment Standards

Knowledge, Skills, and Abilities

- Basic knowledge of court procedures, operational procedures of law enforcement agencies and officials, characteristics of various socio-economic populations and community resources
- Basic knowledge of the techniques of counseling, interviewing, job recruitment and placement
- Basic knowledge of criminal behavior, relapse cycle, family and group dynamics, intervention, and prevention techniques
- Basic knowledge in the of community corrections, probation, parole, and post release including, but not limited to, structured sentencing, criminal law, and statutory guidelines.
- Skill in crisis management
- Ability to establish rapport with the offenders and the offenders' families
- Ability to use automated systems and applicable software program
- Ability to establish and maintain effective working relationships with co-workers, court officials, law enforcement officers, community agencies, and the general public
- Ability to work independently in precarious situations
- Ability to analyze problems, develop legally acceptable solutions and express oneself clearly in oral and written form

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution. 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. Must complete the Criminal Justice Standards Training requirements and all other requirements for General Certification within one year or as required 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.