

Class Concept

Positions in this class provide administrative, management, and technical supervision to juvenile court counselors who conduct intake and assessments to determine which juveniles can be safely and effectively served on diversions. The Juvenile Court Counselor Supervisors also oversee the work of Juvenile Court Counselors as they provide case management and supervision of juveniles by providing protective supervision for undisciplined youth.

Juvenile Court Counselor Supervisors review data and information collected by Court Counselors, their recommendations to the court and their service to assure services provided directly or by referral reflect best or evidence-based practices and match the risks and needs of the juvenile and family. Juvenile Court Counselor Supervisors assure that appropriate services continue throughout probation and following release from a Youth Detention Center (YDC) for committed youths. This position assigns cases, coordinates workflow, reviews and evaluates cases and their management, by giving guidance and direction as needed. Positions orient, train, and mentor staff to develop their capacity to provide comprehensive and effective services and case management, and to ensure Juvenile Court Counselors adhere to standards and statutory requirements. These positions provide input to higher level management on administrative and personnel issues, and serve on a variety of local task forces, interagency collaborative initiatives, and state level juvenile justice committees, including child and family teams and service planning committees. Positions also serve as lead peer reviewers for the statewide quality assurance process. Work may also include carrying a caseload of more difficult cases and supervision of special programs, such as the Juvenile Court Restitution Program. The Juvenile Court Counselor Supervisor role reports to the Juvenile Court Counselor Chief and assumes the responsibility for court counseling services as designated in the absence of the Chief Court Counselor. Positions may attend court hearings, child family team and service plan meetings.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of the principles and practices of public administration, adolescent development and behavior, dynamics of juvenile delinquency, group norms, family dysfunction, juvenile court program, juvenile laws, regulations, and guidelines which govern the program
- Skill in the practical application of a variety of counseling approaches, crisis intervention techniques, and individual and family therapy
- Skill in evaluating complaints against juveniles and in reviewing plans of supervision
- Skill in consulting effectively with other professionals involved in the intervention process
- Ability to plan, assign, and supervise the work of professional subordinate employees
- Skill in interpreting a wide range of laws and regulations related to juvenile services
- Ability to develop and maintain relationships with parents and community agencies

Minimum Education and Experience

Master's degree from an appropriately accredited institution and two years of experience in counseling or working with the juvenile/family client population and/or related human service case management experience; or

Bachelor's degree from an appropriately accredited institution and four years of experience in counseling or working with the juvenile/family client population and/or related human service case management experience.

Necessary Special Requirements

Applicants for positions designated as Juvenile Court Counselors are subject to and must meet the hiring and training standards established by the North Carolina Criminal Justice Education and Training Standards Commission, as defined in Title 12, Chapter 9 of the NC Administrative Code, by the statutory authority of GS 17C.

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