

# NEW MEXICO JUDICIAL BRANCH

## CHIEF COURT PROBATION OFFICER

(CLASSIFIED)

*This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed.*

### **SUMMARY:**

Under administrative direction manage the operations of a court probation division in a large court, program development and implementation (including specialty court programs); direct the work and supervise probation services provided through subordinate supervisors.

### **QUALIFICATIONS:**

**Education:** Bachelor's Degree in criminal justice, public or business administration, social sciences or a related field from an accredited college or university.

**Education Substitution:** None.

**Experience:** Seven (7) years of experience in social services, probation, criminal justice or related field of which three (3) years must have been as a supervisor.

**Experience Substitution:** Relevant graduate level education may substitute for up to two (2) years experience at a rate of 30 semester hours equals one (1) year of experience. Education may not substitute for supervisory experience.

**Supervisory Substitution:** None.

**Other:** Completion of a stringent post offer background investigation may be required (i.e. work history, criminal record, driving record, etc.). May be required to obtain and maintain National Crime Information Center (NCIC) certification within six (6) months of hire.

**Knowledge: Comprehensive** knowledge of management techniques and practices for managing multiple and diverse projects including: setting goals; establishing time lines; identifying resources and evaluating work products; New Mexico law, civil and criminal; probation processes, sentencing guidelines and treatment programs; case flow management; safety, security and confidentiality practices; judicial organizational structure and other courts' jurisdictions; personnel management practices, principles and techniques; employment law (i.e., Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity Act, Fair Labor Standards Act, Occupational Safety and Health Administration, Health Insurance Portability and Accountability Act, Workers' Compensation); drug testing methods; electronic monitoring technology applications; substance abuse and mental health counseling and treatment protocols; mediation techniques and conflict resolution; budgeting and fiscal analysis; contracts, Memorandum Of Understanding (MOUs) and Requests For Proposals (RFPs); and grant writing and administration procedures.

**Skill & Ability: Advanced skill in** identifying solutions, implementing change, and monitoring situations to determine if solutions are effective; researching and applying state and federal laws, rules, regulations, policies and procedures to all program operations; anticipating and evaluating the impact of policies, procedures, rules and statutory changes; analyzing financial information and generating projections; researching and interpreting data and legislation; maintaining confidentiality; communicating effectively both orally and in writing with diverse parties; utilizing good judgment in making decisions and recommendations; public speaking and presentations; problem solving; multi-tasking; organizing and setting priorities; meeting deadlines under pressure; maintaining patience, professional demeanor and composure while dealing with individuals under the influence of alcohol or

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drugs; recognizing and appropriately responding to safety and security issues; using conflict resolution or verbal de-escalation techniques; working effectively with diverse and sometimes difficult clientele; researching, comprehending, explaining, and resolving complex issues constructively; proofreading and editing your own and other's work; accepting and giving constructive criticism and guidance; planning and assigning work; training, motivating and mentoring others; and providing meaningful employee feedback and performance evaluations. **Ability to** be empathetic, impartial, fair and objective with all involved parties and provide services regardless of the race, national origin, gender, sexual orientation, religion, mental and physical abilities, socioeconomic status, and any other protected status; manage organizational units; supervise employees, oversee the planning, scheduling, assigning, reviewing, monitoring and evaluating work; delegate responsibilities and assignments based on an accurate assessment of staff skills and abilities; determine direction and necessary training; address disciplinary issues and provide appropriate correctional measures; coach individuals one-on-one or in groups; demonstrate rational analytical thinking; conduct complex statistical analysis and prepare detailed reports; receive and follow directions and apply relevant policies and procedures to assigned work; operate program monitoring equipment; and display teamwork, and resourcefulness; and approach problems creatively.

### EXAMPLES OF WORK PERFORMED

**Supervision** - Responsible for personnel issues or situations related to program(s): set division expectations and performance standards; train, supervise, mentor, coach, evaluate and motivate staff; develop and administer employee performance plans and evaluations; prioritize, assign, review and evaluate work of supervisory staff; plan, organize, and develop work and training programs; provide feedback to supervisory staff; facilitate decision making to mitigate conflicts; provide mediation and conflict resolution training for staff; advise, guide and counsel supervisors through complaints and application of the progressive disciplinary processes and procedures. **Administrative** - Develop, draft, revise and implement policies and procedures in conjunction with other public agencies; evaluate, recommend, develop and direct implementation of new programs, services and changes within existing programs; develop, plan, monitor, modify and evaluate operations to ensure programs are operating within established procedures; work with judges and court administration to plan both short-term and long-term goals and objectives for programs; perform budget and fiscal analysis; administer contracts, memorandums of understanding and request for proposals; participate in grant writing; represent the court on internal, governmental and community committees and task forces; prepare and deliver presentations to the public and other state, local and national governmental agencies; make presentations to volunteer programs, civic groups and educational institutions; serve as a court liaison to the detention center, law enforcement agencies, bonding companies, county and city officials, private sector entities and the public. **Participant Assessment** - Direct and review investigations on defendants/offenders; review and edit detailed reports on defendant/offender; research and develop assessment tools to aid in the development of personalized defendant/offender protocols; develop and oversee appropriate treatment support or referrals for defendants/offenders; research and develop monitoring technology protocol. **Monitoring Program Compliance** – Direct, oversee and participate in scheduled and spontaneous site visits following Supreme Court approve statewide policies and procedures for fieldwork, oversee participant program compliance and documentation in the case management system; develop court-approved probation sanctions for violations; attend court proceedings as necessary.

### WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative of the work environment and physical demands an employee may expect to encounter in performing the tasks assigned to this job.

Work is performed in an office, court, jail setting, or detention facility and may be performed in a field setting. Work is performed in an often fast-paced and stressful work environment. The noise level in the work

environment is usually moderate to noisy. The employee may be exposed to hostile or violent situations that may arise when dealing with individuals involved or associated with court cases, disturbing or hazardous court exhibits and contagious health conditions. Frequent exposure to unpleasant situations in jails and when interviewing defendants who are experiencing significant stress, are mentally unstable, hostile, intoxicated, or have infectious diseases.

The employee must regularly interact positively with co-workers, clients and the public; work under severe time constraints and meet multiple demands from several people.

The work requires prolonged use of computers. While performing the duties of this job, the employee is regularly required to perform repetitious hand, arm and finger motions as well as use manual/finger dexterity, sit for long periods of time, stand and walk often; kneel and stoop; and talk and hear. The employee may be required to lift and/or move, push, pull or carry up to 40 pounds.

The employee is expected to be punctual and to adhere to assigned work schedule. As assigned the employee may be required to work nights, weekends and holidays; overtime may be required. Travel may be required for training, meetings and presentations. A valid drivers' license may be required. The employee may be exposed to fluctuating outdoor and building temperatures.

Chief Probation Officer Dev: 6/25/07, Chief Court Probation Officer Rev: 9/1/09, 4/24/15