

NEW MEXICO JUDICIAL BRANCH
COURT PROBATION OFFICER LEADWORKER
(CLASSIFIED)

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

SUMMARY:

Under general supervision, lead, mentor and train others; monitor the defendant's or offender's participation in complex/multilayered court mandated programs and compliance with his/her court order. May be assigned supervisory duties, under the mentorship of a supervisor or manager.

QUALIFICATIONS:

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

Education Substitution: None.

Experience: Four (4) years experience in criminal justice, social services or related field.

Experience 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: Advanced knowledge of court-ordered rehabilitation or support programs, sentencing guidelines, treatment options and available community services; New Mexico law, civil and criminal procedure; local court rules, policies and procedures, operations and structure; case management; legal terminology; safety, security and confidentiality practices; substance abuse and mental health counseling and treatment; mediation techniques and conflict resolution; investigative techniques; proper English usage, grammar and punctuation; technical report writing; computer software applications (i.e., word processing, spreadsheets, databases, court case management system, e-mail and Internet); general office practices and equipment (i.e., filing systems; telephone, printer, copier, fax, and scanner); drug screening methods; electronic monitoring equipment and technology. Basic knowledge of team building; training concepts; basic knowledge of supervisory techniques, coaching, hiring and training, mediating and managing conflicts; employment law (i.e., Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity Act, Fair Labor Standards Act, Workers' Compensation, Health Insurance Portability and Accountability Act); problem solving and conflict resolution principles and techniques; and New Mexico Judicial Branch Personnel Rules.

Skill & Ability: Skill in working independently and managing time effectively while handling a high-volume workload in an environment subject to frequently changing priorities and high stress; communicating effectively both orally and in writing with diverse parties; report writing; maintaining confidentiality; being organized; establishing priorities and meeting deadlines; active listening; dealing with people respectfully and diplomatically; maintaining accurate files and records; attention to detail; utilizing good judgment in making decisions and recommendations; knowing when to seek assistance; collaborate with other staff; speaking publicly and presenting information clearly and concisely; recognizing and appropriately responding to safety and security issues; maintaining patience, professional demeanor and composure while dealing with individuals under the influence of alcohol or drugs; using conflict resolution or verbal de-escalation techniques; working effectively with diverse and sometimes difficult clientele; and recognizing important case facts that need to be documented in case file or may need further action. **Ability to** work as a team leader; be empathetic, impartial, fair and objective

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with all involved parties and provide services regardless of race, national origin, gender, sexual orientation, religion, mental and physical abilities, socioeconomic status, or other protected status; receive and follow directions and apply relevant policies and procedures to assigned work; establish effective and cooperative working relationships in a complex and rapidly changing environment; learn quickly and retain information; operate program monitoring equipment; utilize a computer effectively in word processing, spreadsheets, case management systems and other software; adapt to changing work priorities; proof read and edit your own and other's work; accepting and giving constructive criticism and guidance; planning and assigning work; training; motivating and mentoring others; and perform multiple tasks.

EXAMPLES OF WORK PERFORMED

Leadworker Duties - Provide direction and assistance to staff, as assigned; lead, mentor, oversee, and train staff in background investigation procedures, day-to-day functions and documentation processes; and communicate changes in processes, rules and systems. Under the direction and oversight of a supervisor, track daily attendance and approve leave requests and time sheets; and participate on interview panels for vacant positions and provide appropriate recruitment support. **Participant Assessment** - Conduct thorough investigations on defendants/offenders; provide detailed reports both orally and in writing. establish defendant/offender needs and establish appropriate treatment support or referrals. **Monitoring Program Compliance** - conduct scheduled progress meetings at court appointed locations; monitor defendant/offender compliance at court hearings and with community service program requirements; report, document and notify court of defendant/offender compliance, non-compliance or program violations and recommend appropriate action. **Administrative** - Maintain current case files; document all interaction with program defendants/offenders and treatment providers in case management system; prepare precise written and oral reports detailing defendants/offenders program compliance and future recommendations; attend court proceedings as required; participate and provide input during court proceedings, meetings with court staff and other treatment providers; track and record community service participation; compile and report statistical data; provide treatment information and options to judges and involved treatment providers and community members. **May** - After completion of required training and utilizing Supreme Court approved statewide policies and procedures for fieldwork (safety equipment, drug screening, field protocol), perform scheduled and unannounced site visits (home, work, school or other location) to monitor program compliance; monitor program compliance utilizing electronic monitoring technology; track and administer drug and alcohol screens as necessary; maintain alcohol and drug screening protocols, equipment and supplies; participate in best practices development within the court or with outside providers; prepare and administer employee performance evaluations; and participate and attend conferences, trainings and community outreach and education related to court programs.

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.

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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.

Court Probation Officer Leadworker Dev: 9/1/09, 4/24/15