

NEW MEXICO JUDICIAL BRANCH
COURT PROBATION OFFICER SUPERVISOR
(CLASSIFIED)

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

SUMMARY:

Under direction, supervise court probation staff in the documentation, development and administration of program recommendations, referrals and monitoring of court-ordered pre and/or post adjudication defendants/offenders. Provide direct supervision of two (2) or more probation staff.

QUALIFICATIONS:

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

Education Substitution: None.

Experience: Five (5) years of experience in criminal justice, social services or related field of which one (1) year 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: Leadworker duties may be considered on a prorated basis for supervisory experience at a rate of one (1) year equals six (6) months. Leadworker assigned duties must have included the development of employee performance plans and appraisals, discipline and approval of time for assigned staff.

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; drug screening methods; electronic monitoring equipment and technology; computer software applications (i.e., word processing, spreadsheets, databases, court case management system, e-mail and Internet); Health Insurance Portability and Accountability Act (HIPAA); and general office practices and equipment (i.e., filing systems; telephone, printer, copier, fax, and scanner). General knowledge of supervisory techniques, coaching and performance evaluations; hiring, training, discipline and termination; mediating and managing conflict; employment law (i.e., Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity Act, Fair Labor Standards Act, Workers' Compensation); problem solving and conflict-resolution principles and techniques; and New Mexico Judicial Branch Personnel Rules.

Skill & Ability: Advanced 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; maintaining confidentiality; being organized,

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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; 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; recognizing important case facts that need to be documented in case file or may need further action; 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; utilizing a computer effectively in word processing, spreadsheets, case management systems and other software; and performing multiple tasks. **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, or any 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; operate program monitoring equipment; and display teamwork, and resourcefulness; and approach problems creatively.

EXAMPLES OF WORK PERFORMED

Supervision - Train, supervise, mentor, evaluate and motivate a Court Probation staff of two (2) or more; develop employee performance plans and evaluations, discipline, track daily attendance and approve leave requests and time sheets; lead, mentor, coach, oversee and train probation staff in judicial procedures, day-to-day program functions and case and document processing; communicate changes in court programs, processes, rules and systems; set expectations and performance standards; plan, organize, and develop work and training programs; mentor, coach and provide feedback to staff; lead interview panels for vacant positions and make recruitment recommendations. **Participant Assessment** - Oversee and conduct thorough investigations on defendants/offenders and provide detailed reports both orally and in writing and establish defendant/offender needs and develop complex/multi-layered and 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; and report and document 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 defendant/offender 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; oversee the tracking of community service participation; compile and prepare statistical data and reports; and 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; coordinate program expansions; monitor the appropriate use of electronic monitoring technology; track and report drug and alcohol screening statistics; recommend alcohol and drug screening protocols, equipment and supplies; participate in best practices development within the court or with outside providers; and participate and attend conferences, trainings and community outreach and education related to court programs.

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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.

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Court Probation Officer Supervisor Rev: 9/1/09, 4/24/15