

NEW MEXICO JUDICIAL BRANCH

SURVEILLANCE OFFICER LEADWORKER

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 and track participants compliance in court ordered programs, attend related court proceedings; prepare detailed oral and written surveillance reports. May be assigned supervisory duties under the mentorship of a supervisor or manager.

QUALIFICATIONS

Education: High school diploma or GED.

Education Substitution: None.

Experience: Four (4) years of experience as a surveillance officer, in social services, probation, as a corrections officer, or work in a related field.

Experience Substitution: Additional post-secondary education in a related field may substitute for up to two (2) years experience. Thirty (30) semester hours equals one (1) year of experience.

Other: Completion of a post offer background check may be required.

Knowledge: Knowledge of team building; training concepts; the probation process, New Mexico law, civil and criminal procedure; court rules, policies and procedures, operations and structure; legal terminology; supervisory techniques; substance abuse and drug testing methods, protocol and equipment; safety practices, safety and security issues, police reporting procedures; proper English usage, grammar and punctuation; computer software applications (i.e., word processing, spreadsheets, databases, court case management system, e-mail and Internet); filing systems; general office practices and office equipment (i.e., telephone, printer, copier, fax, scanner, postage meter, microfiche and reader machine).

Skill & Ability: **Skill** in working as a team leader; 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; establishing priorities and meeting deadlines; auditing files and correcting errors using the case management system; active listening; dealing with people diplomatically; maintaining accurate files and records; being organized and detailed oriented; filing; typing and entering data precisely; using good telephone etiquette; recognizing important case facts that need to be documented in case file or may need further action; researching and retrieving information using the case management system or archive database; using common sense; maintaining professional demeanor and composure; and knowing when to seek assistance and collaborate with other staff. **Ability to** train, motivate and mentor others; plan and assign work, apply relevant policies and procedures to assigned work; provide meaningful employee feedback and performance evaluations; provide effective coaching and constructive criticism, mediate and manage conflict; establish effective and cooperative working relationships in a complex and rapidly changing environment maintain

patience; recognize and appropriately respond to safety and security issues; use conflict resolution or verbal de-escalation techniques; be empathetic, impartial, fair and objective; make decisions; work effectively with diverse and sometimes difficult clientele; learn quickly and retain information; work as a team member; ability to operate program monitoring equipment; deal with conflict and hostile individuals or individuals under the influence of drugs or alcohol; research, analyze and solve problems; utilize a computer effectively in word processing, spreadsheets, case management systems and other software; organize priorities; provide equal services regardless of the race, national origin, gender, religion, physical abilities or socioeconomic status; display teamwork, resourcefulness, and ability to adapt to changing work priorities; perform multiple tasks; and speak publically.

EXAMPLES OF WORK PERFORMED

Leadworker Duties - Provide direction and assistance to surveillance staff, as assigned; lead, mentor, oversee, and train staff in judicial procedures, day-to-day court/office functions and case and document processing; and communicate changes in court processes, rules and systems. **May** track daily attendance and approve leave requests and time sheets; prepare and administer employee performance evaluations; and participate on interview panels for vacant positions and provide appropriate recruitment support. **Monitoring Program Compliance** - Perform both scheduled and spontaneous site visits to participant's home, school, work or other locations to monitor program compliance; track and administer breath or urine drug tests as necessary; and supervise participants in work details, physical training or special projects as part of community service program requirements. **Administrative** - Document all interaction with program participants in case management system; maintain current case files; prepare precise written reports detailing participant program compliance; attend court proceedings as appropriate; participate and provide input during meetings with court staff and other programs; track and record community service participation; and maintain drug testing equipment and supplies. **May** participate and attend conferences and training; assist in training new employees; participate in community education and outreach 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 tasks assigned to this job.

Work is performed in an office, field or court setting. The work performed requires travel (valid driver's license required). The employee is expected to be punctual and to adhere to assigned work schedule. Assigned work schedules are flexible; include days, nights, and weekends and holidays; overtime may be required. 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, repetitious hand, arm and finger motions, as well as manual/finger dexterity. The employee must be able to walk, talk, hear, kneel, stoop, lift, pull and carry up to 40 pounds. Travel may also be periodically required for training, meetings and presentations. The employee may be required to sit or stand for long periods of time. The employee may be exposed to fluctuating outdoor and building temperatures; hostile or violent situations that may arise when dealing with individuals involved in court cases, disturbing or hazardous court exhibits and contagious health conditions.