

CLASS SPECIFICATION



CLASS: Intervention Counselor I/II
ALLOCATION: Countywide
FLSA STATUS: Non-exempt
UNION AFFILIATION: YCEA

ESTABLISHED: November 1999
REVISED: March 2024

JOB SUMMARY:

Perform initial assessments, assist in developing counseling/treatment plans; provide counseling/therapy services and group facilitation to victims, witnesses of crimes, at-risk juveniles, and adult/juvenile offenders; provide a variety of prevention, intervention and treatment services through education and treatment resources; make referrals to agencies for at-risk individuals and their families and perform related work as assigned. At risk individuals include those who are experiencing difficulty functioning in the school environment due to truancy and misbehavior; use of mind-altering substances which impact normal development and behavior; and/or those whose behavior may lead to illegal acts. Client referrals may come from schools, probation agencies, social service agencies, law enforcement agencies, and/or the Court System. Positions in this class are flexibly staffed and are normally filled by advancement from the I level if incumbents have met the minimum qualifications and have demonstrated the ability to perform the responsibilities required at the higher performance level.

Intervention Counselor I:

Initially under close supervision, an incumbent begins in a learning capacity, performing case management and service provision. As experience is gained, the degree and scope of independent counseling and provisions of direct client services, monitoring and evaluation will increase, and employees will have additional latitude in the development and implementation of client treatment plans as well as the additional responsibility for the preparation of written assessments on client behavior. This is the entry level classification in the intervention treatment services series.

Intervention Counselor II:

Under general supervision, an incumbent is fully competent to independently perform case work of varying scope and complexity, counseling/therapy services, direct client services, develop and implement client treatment plans, prepare written assessments on client behavior, and may provide program leadership and consultative services. This is the journey level in the intervention treatment services series.

CLASS CHARACTERISTICS:

Depending on the area to which assigned, this position reports directly to the Senior Deputy Probation Officer, Supervising Deputy Probation Officer or Probation Program Manager classification. This class is distinguished from the Substance Abuse Counselor series in that the latter services a client population with substance abuse specific risk factors.

EXAMPLES OF DUTIES:

Essential:

Intervention Counselor I:

- Maintain a caseload of individual clients and client groups, who require intervention, testing, evaluation, counseling and guidance; services may be provided in a facility, school, private home or clinic setting.
- Interview, evaluation and assess individuals and their family members, with problems related to being a victim or witness to a crime or who are identified as "at-risk" to determine client needs; clients may be potentially suicidal or depressed.
- Counsel and advise individuals experiencing problems resulting from being a victim or witness to a crime or who are experiencing difficulty functioning in school due to truancy and/or misbehavior; substance abuse, and/or behavior that may lead or has led to illegal acts to assist clients in identifying and resolving problems.
- Work with client's family members to assist them in understanding, dealing with, and supporting the client.
- Consult with professional staff members as needed regarding appropriate treatment and guidance programs for individuals and groups.
- Monitor client behavior and progress to ensure desired goals are attained; report and document observations of client behavior and progress.
- Interpret and explain program rules and responsibilities to clients; ensure program regulations are met.
- Act as client advocate by making client referrals to community agencies providing relevant services.
- Assist in developing and maintaining effective communications between victim witness, at-risk individuals, youth and family services, service providers, schools, county departments, and other community agencies by

demonstrating courteous and cooperative behavior.

- Maintain and enforce all aspects of confidentiality of client information.
- Represent the County at various presentations, workshops and seminars; participate in informational and educational activities at agency and community levels; provide information and advice to agencies, community organizations and the general public regarding program services.
- Maintain various data used in the generation of reports; utilize a computer to enter, store, and retrieve data; compile and produce narrative and statistical reports; compose routine correspondence; disseminate information to others; review data to ensure accuracy; forward data to applicable personnel, department or agencies.

Intervention Counselor II (in addition to the above):

- Organize and direct special victim/witness and at-risk individuals and family projects with the advice of medical and professional staff.
- Perform case studies to assess problems and develop appropriate types and methods of meeting client needs; participate in multi-disciplinary teams to develop and implement appropriate case treatment, counseling plans and guidance programs for individuals and groups to assist clients in identifying and resolving problems.
- Investigate complex situations and provide individual or group counseling for both use of and availability of community services.
- Counsel clients regarding interpersonal relationships involving parents and children and marital and family difficulties; conduct individual and group life skill and educational sessions.
- Make recommendations regarding assigned cases and their disposition.
- Monitor developments and in the social services field, including proposed legislation and court decisions, evaluate their impact upon County operations and recommend appropriate action or policy and procedure modification.
- May direct the work of professional, technical or office support staff on a project or day-to-day basis.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- May drive a motor vehicle to attend meetings, or interview individuals and visit case sites.

EMPLOYMENT STANDARDS:

Knowledge of:

Intervention Counselor I:

- Basic principles and practices of individual and group counseling.
- Basic principles and practices of psychology, this includes behavioral problems, characteristics and symptoms of mental and emotional disturbances.
- Applicable laws, rules and regulations affecting the treatment, counseling or referral of clients.
- Interviewing and case management techniques.
- Techniques for dealing with a variety of individuals, in person and over the telephone.
- Substance abuse assessment or treatment and the effects of alcohol and drugs.
- Community resources providing social services, health services, nutrition, housing, education and other necessary client services.
- Basic first aid and CPR techniques.
- Basic mathematics and statistical methods.
- Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Standard office principles, practices and procedures, including record keeping, filing, and the operation of standard office equipment, including computer applications related to the work.

Intervention Counselor II (in addition to the above):

- The goals and objectives of victim/witness, adult/juvenile offenders, or at-risk individuals and families treatment, recovery and case management, public social service and the Probation department.
- Methods and types of emergency and short term coping skills, including crisis counseling and supporting individuals in resolution of problems.
- Techniques for conducting educational sessions on victim/witness, adult/juvenile offenders, or at-risk individuals and families treatment.
- County and Departmental policy and procedures and regulations related to the work.

Skill in:

Intervention Counselor I:

- Working with clients who may be confused, emotionally disturbed, irate or depressed.

- Understanding factors important to behavior patterns.
- Understanding and interpreting relevant local, state and federal laws and regulations and applying them to County operations.
- Understanding, interpreting and explaining policies and procedures related to the work.
- Maintaining accurate records and files.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds where conditions may be confrontational or strained.

Intervention Counselor II (in addition to the above):

- Planning, directing and reviewing the work of others on a project or do-to-day basis.
- Designing, developing and facilitating a variety of treatment or special victim/witness or at-risk individual and family activities.
- Assessing and evaluating behavior problems and making recommendations based on observations and interviews.
- Defining issues, performing social services research, analyzing problems, evaluating alternatives and making appropriate recommendations.
- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Using initiative and independent judgment within general policy guidelines.
- Preparing clear, complete, accurate and concise correspondence, reports and other written materials in a timely manner.

Ability to:

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Establish and maintain effective interpersonal relations with clients, general public, co-workers, other County employees and representatives from other city, county, state and Federal agencies.
- Respond calmly and effectively and taking appropriate actions in emergency or crisis situations.
- Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Deal effectively with manipulative, hostile or antisocial behavior

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Strength to lift children weighing up to 40 pounds.
- Drive a motor vehicle in order to attend meetings and visit various homes, schools and work sites.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office or school environment.
- Work in a secured correctional and/or juvenile facility.
- Work may involve stressful situations and include dealing with erratic behavior in homes, schools, field settings, and in the office and correctional facilities.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum

qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.
- Possess or obtain, and maintain First Aid and CPR certifications.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Attend meetings outside of normal working hours.
- Work off-hours on a regular basis.
- Work on-call and respond to emergency situations during weekends, holidays and other off-hour shifts.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

INTERVENTION COUNSELOR I:

MINIMUM: Sixty (60) college level semester units in a related field, including but not limited to psychology, administration of justice/criminology, social work, sociology, behavioral sciences, or a closely related field. **AND one (1) year** of related work experience involving supportive client interaction, community outreach, face to face interviews, making referrals and maintaining case records as a victim/witness counselor, child treatment counselor, group counselor, social worker or in a field related to the work *Relevant experience may be substituted for the required education on a year-for-year basis.*

PREFERRED: In addition to the minimum, a Bachelor's degree from an accredited college or university with a major in Psychology, Administration of Justice/Criminology, Social Work, Sociology, Behavioral Sciences and/or progressively related experience with an emphasis on experience in a Federal, State, or County probation, parole or law enforcement agency.

INTERVENTION COUNSELOR II:

MINIMUM: In addition to the Intervention Counselor I minimum requirements, two (2) years of experience at a level equivalent to the County's class of Intervention Counselor I.

PREFERRED: In addition to the minimum, a Bachelor's degree from an accredited college or university with a major in Psychology, Administration of Justice/Criminology, Social Work, Sociology, Behavioral Sciences and fifteen (15) units of related upper division continuing education coursework and progressively related experience with an emphasis on experience in a Federal, State, or County probation, parole or law enforcement agency.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Probation Dept. Approval:
Date:
Signature: _____

EEOC: E
WC: 9410
EST: November 1999
REV: September 2020

Human Resources Approval:
Date:
Signature: _____