

## CLASS SPECIFICATION



**CLASS:** Probation Program Manager  
**ALLOCATION:** Probation  
**FLSA STATUS:** Exempt  
**UNION AFFILIATION:** Unrepresented - Management

**ESTABLISHED:** Circa 1988  
**REVISED:** November 2014

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### **JOB SUMMARY:**

Under limited direction, plan, organize, coordinate, administer, review, evaluate and direct the staff and program of a division of the Probation Department; act as the departmental and County liaison with other County departments, law enforcement agencies, the courts, clients and the public and performs other duties as assigned. Positions in this class have full administrative responsibility for a major program area, such as Court Investigations Division, Community Supervision Division or Special Programs Division, liaison with the Courts for both adult and/or juvenile offenders, administrative functions on a department-wide basis and activities in targeted programmatic areas such as Drug Impact Programs. Responsibilities include program planning and budgeting, review and evaluation and the supervision of staff through subordinate levels of supervision.

This is the first management level in the deputy probation officer series.

### **CLASS CHARACTERISTICS:**

This position reports directly to Assistant Chief Probation Officer. This class is distinguished from Assistant Chief Probation Officer in that the latter is responsible for multiple divisions of probation, including adult and juvenile services and exercises overall management responsibility for all departmental activities and functions under the direction of the Chief Probation Officer.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Develop and implement goal, objective, policies and work standards for an assigned Probation Division and/or a variety of adult and juvenile programs; provide input into and administer the division's budget(s).
- Interpret departmental policies, state and federal laws, rules and regulations within the areas of assignment.
- Administer and oversee staff, programs and activities in at least one of the following areas: adult supervision and juvenile supervision, administrative support or special programs.
- Supervise, assign, plan, review and evaluate the work of assigned staff through and including subordinate supervisors; implement County, departmental and divisional policies, procedures and service standards and resource needs of assigned staff; ensure adherence to quality standards, deadlines and proper procedures, correcting errors or problems.
- Complete performance evaluations of subordinate staff; evaluate staffs' job performance and conformance to regulations; provide direction, encouragement, and praise through regular feedback sessions; discuss job performance problems with staff in order to identify causes and issues, and to work on resolving problems; recommend discipline and implements discipline procedures as needed/directed.
- Assist with defining, designing, implementing and evaluating staff training and development programs, customer service initiatives and performance measurement criteria; provide or coordinate staff training; train and instruct staff in job duties and County, departmental and divisional policies, or arranges for training to be provided; provide guidance to support professional development of staff; participate in the selection of staff, including, conducting interviews and making staffing recommendations.
- Direct the planning of work, setting of schedules and development of controls to ensure that short and long-range goals of the department are accomplished.
- Review division records to ascertain and evaluate divisional effectiveness, adherence to court and departmental policies, and the maintenance of required work standards.
- Coordinate functions and activities within the assigned area with the Courts; ensure that documents submitted are thorough and accurate and represent the department in court to observe and/or testify as required; confer with judges regarding specific case details.
- Research and develop program alternatives; ensure that programs are meeting the departmental

mission; locate funding sources, and prepare grant applications, coordinate with service deliverers and other community resources; design and implement program procedures and manuals.

- Act as the program and County representative with other departments, community organizations, law enforcement agencies, health services agencies, funding sources, schools, business organizations, clients and the public.
- Monitor changes in legislation that may affect program operations or service delivery; evaluate their effect upon program activities and recommend appropriate policy and procedure modifications.
- Obtain and evaluate departmental statistics.
- May compile and analyze all data for use in the preparation of the departmental operational and supplemental budgets; monitor annual budgets and prepare adjustments as required; resolve budgetary problems.
- Maintain or direct the maintenance of accurate records and files; ensure the security of confidential records.

**Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Prepare a variety of correspondence, reports, policies, procedures, program documentation and other written materials.
- Drive a motor vehicle to attend meetings.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation.
- Principles and practices of employee supervision, including selection, work planning and organization, performance review and evaluation and employee training and discipline.
- Principles, practices and philosophy of law enforcement, particularly as related to the field of adult and juvenile probation.
- Principles and practices of legal and social service research and investigation.
- Judicial procedures and rules of evidence.
- Principles and practices of budget development and administration.
- Techniques for understanding and effectively communicating with individuals of various cultures and socio-economic groups, occasionally where relations may be strained or difficult.
- Applicable laws, regulations and rules.
- Computer applications related to the work.

**Skill in:**

- Planning, monitoring and evaluating goals and objectives and service delivery and effectiveness in assigned programmatic area.
- Motivating, developing, and directing people as they work, identifying the best people for the job.
- Leadership, skills training and delegating tasks and authority.
- Identifying the development needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- Monitoring and assessing the performance of one's self, other individuals, or processes to make improvements or take corrective action.
- Planning, assigning, organizing, supervising, reviewing and evaluating the work of staff.
- Identifying programmatic and operational problems, investigating and evaluating alternatives and implementing effective solutions.
- Interpreting, applying and explaining applicable laws, codes and regulations.
- Maintaining accurate records and files.
- Developing, maintaining and preparing clear and concise reports, statistics, records, correspondence and other written materials using correct grammar, spelling and syntax.
- Using initiative and independent judgment within general policy guidelines.
- Reading and comprehending complex written materials, including legal documents, psychological

evaluations, and other technical reports.

- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, occasionally in difficult situations.

**Ability to:**

- Take sound independent action in emergency or crisis situations.
- Maintain composure in pressure situations and work under pressure of changing deadlines and workloads.
- Speak clearly and effectively in court and in other public sessions.
- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**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 III) 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.
- On an intermittent basis, work with physical skill and/or strength sufficient to handle emergency situations such as medical emergencies (carry, lift and/or drag heavy objects/equipment or injured or unconscious juveniles or adults); defend oneself, and pursue, disarm, subdue and/or restrain juveniles and adults which may include chasing fleeing subjects, running, climbing, jumping, crouching or crawling.
- Mobility to drive a motor vehicle in order to attend meetings.
- Physical and psychological characteristics to meet and maintain appropriate State standards.

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

**Work Environment:**

- Typically an office environment or courtroom setting.
- Potential for high stress levels, to loud noises, offensive odors and exposure to hostile situations.
- Exposure to blood/air borne pathogens.
- Exposure to the possibility of bodily injury, infections which may cause chronic disease or death; and combative detainees.
- Work with difficult and/or potentially dangerous clientele.

**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:**

- Possess and maintain a valid California Class C driver's license.
- Possess a valid California PC 832 certification.
- Possess a valid Board of State and Community Corrections Basic Probation Officer certificate.
- Must have successfully completed the Supervisory Probation Course of instruction certified by the Board of State and Community Corrections within one (1) year of appointment to the classification.
- Must have successfully completed the Manager/Administrator Core Course of Instruction certified by the Board of State and Community Corrections within one (1) year of appointment to the

classification.

- Must successfully complete additional required certified instruction annually thereafter.
- Must possess and maintain a valid First Aid and CPR certificate.

**Special Requirements:**

- Must meet the State of California requirements for peace officer status, including: passing a detailed background investigation with a fingerprint check, having no felony convictions, passing a medical and psychological exam, being at least 18 years of age, being a US citizen or a permanent resident alien who is eligible for and has applied for citizenship.
- Attend meetings outside of normal working hours.
- Respond to emergency situations during weekends, holidays and other off-hours shifts.
- DMV printout prior to hire.
- Must file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** Bachelor’s degree from an accredited college or university and seven (7) years of progressively responsible professional probation experience including at least two (2) years of lead experience equivalent to the County’s class of Senior Deputy Probation Officer or higher.

**PREFERRED:** In addition to the minimum, a Bachelor’s degree or advanced degree in Behavioral Science, Corrections, Criminal Justice, Psychology, Public Administration, Social Work, Sociology or a related field and program planning; grant writing; administration experience and/or first line supervisory experience in a Probation operation. Experience equivalent to Deputy Superintendent, Supervising Deputy Probation Officer and/or professional experience within a probation institutional setting is desirable.

**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 Approval: Jim Arnold  
Date:

EEOC: A  
WC: 9410.PB

Human Resources Approval: Cindy Clark  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_