Elmore County

**Class Specification**

**Probation Aide**

Class Code Number: 454 Pay Grade: 7

FLSA Designation: Non-Exempt Effective date: 1/021

**General Statement of Duties**

Under direct supervision, assists with providing support to the Justice Services division by performing a variety of routine duties which may include managing an administrative caseload; provides administrative duties and support for the probation staff, supervising the juvenile community services crew, and performs related duties as assigned.

**Classification Summary**

The Probation Aide is distinguished from the Probation Officer, to include the Drug Court Coordinator, series in that the Probation Aide performs a more limited range of duties. This is an entry-level, specialized paraprofessional classification which is not classified as a peace officer and is not a POST certified position. Incumbent performs a variety of routine support duties for probation staff to include operating the community service program for probationers; create, gather, and distribute documents, files, and records; conduct interviews to collect standard information and/or provide routine information and instructions to clients and families assisting the probation officers.

**Examples of Work (**Illustrative Only)

**Essential Duties and Responsibilities:**

* Assists Probation Officers and Drug Court Coordinator with performing caseload activities, including reviewing cases, scheduling appointments, and entering progress notes in case files.
* Performs preliminary investigative work and data gathering by contacting law enforcement and other agencies for necessary information.
* Oversee and manage the Community Service program and participants under the direction and oversite of the Director and the Community Services Coordinator.
* Runs computer criminal investigation reports and DMV record checks of clients.
* Assists Probation Officers in explaining probation programs and related rules and regulations to participants and family.
* Assists probationers with completion of forms.
* Interact with youth from differing cultural and social attitudes and behaviors, to include some language barriers.
* Recommend counseling programs.
* Prepare and maintain case records to assist Probation Officers.
* Act as back-up for other staff during absences, may need to conduct meetings with clients.
* Collect and compile data to prepare brief reports.
* Assist in the preparation of routine probation reports and monitors court order fines, fees, and restitution.
* Collect urine samples, administers breathalyzer tests and maintains drug testing supplies.
* Perform general office support duties, accompany Probation Offices during fieldwork, and administrative support assignments.
* Partner with schools on Prevention and Intervention efforts.
* Maintains knowledge of community resources to assist youth and families.
* Performs research on probation related best practice topics.
* Counsels’ youth based on the scope of their position.
* Completes special projects as assigned by the Justice Services Director.
* Performs related duties as assigned.

**MINIMUM QUALIFICATIONS**

**Knowledge of:**

* Basic interviewing techniques.
* General goals and purposes of the Probation Department, adult and juvenile probation programs, and the criminal justice system.
* Basic psychology of human behavior of juveniles and adults.
* Basic principles of criminology, juvenile delinquency, and alcohol and drug abuse.
* Recordkeeping principles and practices.
* Basic principles affecting human behavior; basic causes of delinquency and crime; and basic interviewing principles and techniques.
* Customer service principles and techniques.
* Written and oral communications skills.
* Proper English spelling, grammar, and punctuation.
* Computers and software programs (e.g., Microsoft software applications) to conduct research, assess information, and/or prepare documentation.
* Principles and techniques for working with groups and fostering effective team interaction.

**Ability to:**

* Learn the basic principles of probation case monitoring.
* Learn and apply the rules, regulations, policies, and procedures pertaining to probation work.
* Learn appropriate interviewing techniques.
* Read, understand, interpret, and explain the rules and regulations related to probation programs and services.
* Locate, identify, and correct inaccurate or incomplete information.
* Make referrals to appropriate agencies and social service programs.
* Exercise sound judgment when dealing with probationers within established procedures and regulations.
* Communicate effectively with individuals from diverse socio-economic and cultural backgrounds.
* Follow written and oral directions and instructions.
* Think clearly and act calmly in emergency situations.
* Evaluate situations and respond appropriately.
* Prepare clear, comprehensive reports.
* Maintain accurate records and files.
* Meet standards of adequate physical stature, endurance, and agility.
* Effectively, tactfully, and courteously represent the probation department with the public and other agencies.
* Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.
* Communicate clearly and concisely, both orally and in writing.
* Utilize a computer, relevant software applications, and/or other equipment as assigned to perform a variety of work tasks.
* Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Other Duties and Responsibilities**

1. Performs other related duties as required.

**Acceptable Experience and Training**

1. High School Diploma or GED equivalent.
2. Completion of sixty (60) college level academic credits, preferably in Social Work, Criminal Justice, Psychology or a related field or equivalent combination of education and experience.
3. One (1) year of full-time clerical or public service experience in a position that included exposure to and experience with court terminology and procedures.
4. Previous experience working with juveniles and adults, which included substantial public contact and social work is highly desirable.
5. Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

**Special Qualifications**

1. Valid Idaho Driver’s License
2. Must be 21 years of age
3. Must be able to pass a background check and drug test

**Essential Physical Abilities**

1. Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
2. Sufficient vision with or without reasonable accommodation, which permits the employee to prepare, process and maintain various court ordered documents and reports;
3. Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment and other office equipment;
4. Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting and travel to various sites.
5. The employee may occasionally be exposed to agitated/aggressive people where physical restraint is necessary.

DISCLAIMER:

To perform this job successfully, an individual must be able to perform the primary job responsibilities satisfactorily with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work being assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals in the job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.