

Class Concept

This is executive level management work in organizing and directing operations of juvenile court counseling and delinquency intervention and prevention services through Court Services. Employees oversee staff that evaluates complaints alleging delinquent and undisciplined behavior presented by law enforcement, diverts appropriate complaints from court to be served without court intervention, oversee the completion of comprehensive assessments of juveniles, determine the need for secure custody, and creates recommendations to court for disposition and treatment needs. Services include provision of court-ordered supervision as well as case management of comprehensive services by agencies under contract with state and community based agencies. Employees serve as an Area Administrators provide administrative, technical and quality supervision to seven to eight juvenile court counseling district offices and staff assigned to those district offices. Employees are responsible for the comprehensive management and direct supervision of Chief Court Counselors including professional development, building strong and effective individuals and teams, positive role-modeling, and setting the expectation for professionalism and accountability. Employee ensures that all services delivered within this area are in compliance with Department standards, General Statutes and NC legislation Employees provide leadership, consultation, and complex problem-solving for community needs related to juvenile crime prevention and intervention, as well as staff development and human resource management. Employees participate in the development of and assure compliance with policies, standards, objectives and goals to broaden the use of best and evidence based practices to produce positive outcomes and to meet changing laws and legislation. Employees report to a unit director and serve on the management team.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of adolescent development and behavior and the dynamics of juvenile delinquency, group norms, and family dysfunction.
- Thorough knowledge of juvenile court processes, juvenile laws, regulations, policies and guidelines which govern juvenile court counseling processes.
- Thorough knowledge of the principles and practices of public administration, adolescent development and behavior, dynamics of juvenile delinquency, group norms and family dysfunction, as well as best and evidence based practices in service delivery.
- Thorough knowledge of community organization and skill in community mobilization.
- Skill in supervising and developing a large professional staff, and service evaluation and implementation of methods and techniques to improve program integrity.
- Ability to plan, assign, and direct the work of professional subordinate supervisors and employees, initiate and implement new processes and procedures and evaluate their effectiveness; apply and interpret a wide range of laws and regulations related to juvenile justice; make sound decisions; establish and maintain effective working relationships; communicate and consult effectively with a wide variety of people in both oral and written forms; and discern difficult, sensitive circumstances which require situational approaches to problem solving.
- Ability to work effectively with local organizations, school and court systems, and state agencies and other service delivery systems in identifying problems, resources, and problem resolution.
- Ability to effectively represent Court Services and Juvenile Justice Section in regional and state level initiatives.

Minimum Education and Experience

Master's degree in a human service field such as social work, psychology, counseling, or criminal justice from an appropriately accredited institution and five years of progressively responsible experience in juvenile court counseling, including two years in a supervisory or administrative position in Juvenile Justice; or an equivalent combination of education and experience.