

JUVENILE COURT COUNSELOR SUPERVISOR

Work in this class involves the administrative and technical supervision of a staff of Juvenile Court Counselors who provide an array of supportive services, court ordered supervision, and treatment of delinquent and undisciplined juveniles. Employees assign cases, coordinate workflow, and provide supervision to Juvenile Court Counselors through review and evaluation of counseling activities. Employees are responsible for staff orientation, training and development, resolving problems, ensuring the quality of services and adherence to Department standards and statutory requirements. Employees provide input to higher-level management on administrative and personnel issues. Employees may carry a small caseload of very complex cases or supervise special community based or court related programs. Employees provide training and presentations on a variety of intervention and prevention topics to juveniles, law enforcement and school personnel, and the general public. Employees report to a Chief Court Counselor.

I. SUPERVISORY/MANAGERIAL FUNCTIONS

Planning - Employees assist in the development of intervention programs, determine priorities, and formulate specific goals and objectives to meet established deadlines and program objectives. Employees plan for efficient utilization of staff resources as they relate to program objectives.

Organizing and Directing - Employees assign cases to staff, and adjust assignments to maintain workload balance. Employees make recommendations to management regarding issues which impact work methods, procedures, or policies.

Budgeting - Employees justify requests for staff and supplies, but have minimal involvement in budget development and fund allocations.

Training - Employees provide on-the-job training and instruction to staff to ensure they have the necessary skills and knowledges to complete work assignments.

Setting Work Standards - Employees ensure that program practices and services are consistent with general statutes, juvenile laws, dispositions, Department policies, procedures, and standards. Employees explain and implement changes when necessary.

Reviewing Work - Employees monitor the work of subordinate staff through case reviews, reports, work documentation, observation, conferences, and informal discussion to ensure the quality of work and compliance with all pertinent guidelines, standards, and policies.

Counseling and Disciplining - Employees resolve work problems and complaints, and counsel staff regarding disciplinary matters.

Performing Other Personnel Functions - Employees participate in the interview and selection of new staff, provide performance evaluations, approve leave, and provide input on salary adjustments and promotions.

II. SCOPE AND NATURE OF WORK SUPERVISED

Dynamics of Work Supervised - Work is relatively stable; however, constant change in caseload requires subordinates to develop new approaches to respond to juvenile and family needs. Periodic changes in juvenile law and statutes require shifts in program emphasis, practices, and guidelines.

Variety of Work Supervised - Employees supervise staff responsible for the delivery of intake, protective supervision, probation, and post-release counseling for delinquent and undisciplined juveniles and their families.

Number of Employees Responsible For - Employees are responsible for supervising approximately 5 to 15 professional employees.

III. EXTENT OF SUPERVISION RECEIVED

Employees are responsible for the quality of services provided by staff, and compliance with established standards and guidelines. Employees are reviewed through periodic meetings, formal and informal reviews with the Chief Court Counselor.

IV. SPECIAL ADDITIONAL CONSIDERATIONS

Not applicable.

V. RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities

Knowledge of the principles and practices of public administration, adolescent development and behavior, dynamics of juvenile delinquency, group norms, family dysfunction, juvenile court program, juvenile laws, regulations and guidelines which govern the program. Skill in the practical application of a variety of counseling approaches, crisis intervention techniques, and individual and family therapy. Skill in evaluating complaints against juveniles and in reviewing plans of supervision. Skill in consulting effectively with other professionals involved in the intervention process. Ability to plan, assign, and supervise the work of professional subordinate employees, and interpret a wide range of laws and regulations related to juvenile services. Ability to develop and maintain relationships with parents and community agencies.

Minimum Training and Experience Requirements

Graduation from a four-year college or university with a degree in a human services field such as social work, psychology, counseling, or criminal justice with 25 semester hours of coursework related to the human services field and four years of progressively responsible experience in juvenile court counseling; or, a master's degree in a human services field and three years of progressively responsible experience in juvenile court counseling.

Necessary Special Qualifications: Applicants for positions designated as Juvenile Justice Officers are subject to and must meet the hiring and training standards established by the North Carolina Criminal Justice Education and Training Standards Commission, as defined in Title 12, Chapter 9 of the NC Administrative Code, by the statutory authority of GS 17C.

Special Note

All degrees must be received from appropriately accredited institutions.

This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.