

CHIEF COURT COUNSELOR I

This is professional administrative and managerial work in organizing and directing a small to medium-size district court juvenile court counseling program which provides a comprehensive array of supportive services, court-ordered supervision and treatment for delinquent and undisciplined juveniles. Employees serve as administrators over a one- to two-county rural or rural/urban mixed district and are responsible for directing and supervising juvenile court counseling services and community based programs serving that district. Employees plan, develop, implement and evaluate programming and the delivery of services. Work involves assigning cases, coordinating workflow, and technical supervision of Juvenile Court Counselors to ensure consistency with general statutes and department standards. Employees develop community relations and manage liaison activities with human service agencies, community groups, and schools, and provide consultation to court and law enforcement officials. Employees report to a regional senior administrator.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees develop or assist in the development of intervention programs, plan work operations, determine priorities and establish deadlines. Employees plan for efficient utilization of staff resources as they relate to goals and objectives for the unit/agency.

Organizing and Directing - Employees assign cases to staff and adjust work methods, procedures or assignments to maintain workload balance or in response to program requirements. Employees make recommendations and have significant input into issues related to overall goals and objectives of the division.

Budgeting - Employees justify requests for staff, supplies and equipment, but have minimal involvement in the overall budget development and allocation of funds to their district. Employees monitor funds, write grant proposals and manage grants for community programs.

Training - Employees identify training needs and provide on-the-job training and instruction to employees to ensure they have the necessary skills and knowledges required 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 may make recommendations for changes in policies which affect work processes, and explain and implement changes as needed.

Reviewing Work - Employees monitor the work of subordinates through case reviews, reports, work documentation, observation, conferences, and informal discussions. Employees ensure the quality and quantity of work with all pertinent guidelines and standards.

Counseling and Disciplining - Employees independently resolve work problems and complaints, as well as administer disciplinary actions, up to and including written warnings. Disciplinary actions are administered in accordance with department policies with more serious issues referred to a higher-level administrator.

Performing Other Personnel Functions - Employees initiate the recruitment process and are responsible for the selection, assignment, performance planning and management and salary adjustments of subordinates; however, all are subject to higher approval.

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 3 to 17 professional staff.

III. EXTENT OF SUPERVISION RECEIVED

Employees function independently in directing the day-to-day operations and are accountable for the quality of services provided by staff. Employees' work is reviewed on a periodic basis through formal and informal reviews with the regional administrator.

IV. SPECIAL ADDITIONAL CONSIDERATIONS

Employees generally observe normal working hours although response to crisis situations may be required during night or weekend hours.

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 evaluating complaints against juveniles and in reviewing plans of supervision. Skill in facilitating and managing liaison activities between human services agencies, community groups, and schools. Ability to plan, organize, and direct a comprehensive program of juvenile court counseling services. Ability to manage and direct Juvenile Crime Prevention councils and facilitate the development and sharing of community resources. Ability to plan, assign, and supervise the work of professional subordinate employees, initiate and implement new programs and evaluate their effectiveness, apply and interpret a wide range of laws and regulations related to juvenile services. Ability to develop and maintain relationships with 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 and five years of progressively responsible experience in juvenile court counseling, including one year in a supervisory or administrative role; or a Master's degree in a human service field and three years of progressively responsible experience in juvenile court counseling, including one year in a supervisory or administrative role; or an equivalent combination of training and experience.

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: 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.