

PROBATION/PAROLE INTENSIVE PROGRAM MANAGER

This is professional work involved in directing, managing and administering the Intensive Probation and Parole Program and coordinating all case management activities for the Division of Adult Probation/Parole on a statewide basis. Coordination of the divisions case management system requires that the employee communicate changes or revisions in the system to branch office staff as well as periodically evaluate case management procedures being used in the branch offices to ensure compliance with established administrative and technical procedures. Employee also supervises the activities of several two-member intensive probation/parole teams which are located at branch offices throughout the state. These teams are responsible for the supervision of high-risk felon offenders assigned to probation by the courts or parole by the Parole Commission. Employee reports to the Chief of Program Services.

I. SUPERVISOR/MANAGERIAL FUNCTIONS:

Planning - Employee develops plans or strategies for work operations, sets priorities and deadlines and establishes goals for the intensive probation/parole teams located throughout the state. Work also involves developing long-range strategies for implementing new phases of the intensive program and the divisions case management system.

Organizing and Directing - Employee reviews and recommends modifications or adjustments in workload assignments of each team. Work requires continuous contact with Unit Supervisor and branch offices throughout the state in order to keep managers abreast of any changes in the administration of the case management system.

Budgeting - Employee projects and justifies fiscal needs for personnel, space, equipment and supplies for the intensive teams, subject to the approval of the Assistant Director. Employee also provides input into budget planning for the division and for special projects.

Training - Employee coordinates training programs, seminars and workshops for the intensive probation/parole program. Work requires the employee to identify available training resources and serve as a facilitator or trainer if necessary.

Setting Work Standards - Employee utilizes input received from the Intensive Probation/Parole Officers, court officials, branch managers and section chiefs in developing and implementing work standards and policy revisions.

Reviewing Work - Employee receives monthly activity reports from the intensive case officers and meets with each team periodically to evaluate case samples and to discuss the quality of the intensive program. Employee also monitors the quality of the case management system statewide through the periodic evaluation of case samples.

Counseling and Disciplining - Employee resolves informal complaints, problems and grievances, and has the responsibility for insuring that appropriate DOC disciplinary procedures are followed. Employee is responsible for recommending dismissals subject to review by the Assistant Director of Adult Probation and Parole.

Performing Other Personnel Functions - Employee interviews applicants for positions supervised and makes recommendations to the Assistant Director on issues concerning promotion, dismissal and reassignment of staff.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Changes in the court system or administration may cause changes in procedures used in the Intensive Probation Parole program. Overall objectives and goals remain stable.

Variety of Work Supervised - Employee directs staff in client supervision of intensive probationers and parolees.

Number of Employees Responsible For - Employee is responsible for supervising approximately eighteen to thirty professional and paraprofessional employees.

III. EXTENT OF SUPERVISION RECEIVED: Work is reviewed by the Assistant Director of Adult Probation and Parole and the Chief of Program Services through activity reports, conferences and discussions to determine success in achieving established goals and objectives and for compliance with established policies and procedures.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - Employees supervised generally work beyond a regular eight-hour shift depending upon the surveillance needs of clients.

Fluctuating Work Force - The work force supervised is basically stable.

Physical Dispersion of Employees - Staff supervised is located at various branch office sites throughout the State.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of the objectives, techniques and regulations of Intensive Probation/Parole program and the Division's Case Management system. Considerable knowledge of interviewing, job placement and counseling techniques. Considerable knowledge of services available to the client population from public and private programs, and the court system. Ability to plan, administer, coordinate and supervise all intensive probation and parole activities throughout the state. Ability to establish and maintain effective working relationships with court officials, law enforcement agencies, community agencies and the general public. Ability to express oneself clearly in oral and written form.

Minimum Education and Experience - Graduation, from a four-year college or university, preferably with a major in criminal justice correctional services, psychology, social work, or other related human services or criminal justice field and six years of experience in probation/parole work, including two years of experience in a supervisory role; or an equivalent combination of education and experience.

Necessary Special Qualifications - Must be eligible for certification by the North Carolina Criminal Justice Training and Standards Council.