

All applicants must complete an application to be considered - those submitting resumes only will not be considered .



Circuit Court Of Jackson County, Missouri

Vacant Position

Date: 10/03/2024

Posting No.: JR100904

Position Title: Unit Manager, Probation	Position No.: P-22843
Department: Field Services - Administration	
Work Location: 2729 Gillham - Kansas City MO 64108 (Kemp Building)	
Work Hours: Monday thru Saturday - Varies, evenings and weekends	
Salary: County Paid Position - Exempt Grade 118 - \$78,998.40 Annually	

Salary Range For Internal/Rehire Applicants: - Annually

EXTERNAL APPLICANTS CLICK HERE TO APPLY; INTERNAL APPLICANTS GO TO WORKDAY "FIND JOB" (The internal application for promotion/transfer may be obtained on the **HR ICON on Lotus Notes**) Employment Specialist: **Tina Thomas**. Applicants for clerical positions which require skill testing must be tested for consideration. ALL CURRENT EMPLOYEES APPLYING FOR THESE POSITIONS MUST SUBMIT AN INTERNAL APPLICATION FORM TO HUMAN RESOURCES.

Applications must be received by Human Resources no later than 05:00 PM on 10/17/2024

POSITION PURPOSE AND EXAMPLES OF WORK:

To manage the efficient operation and development of the Field Services Probation Services Unit by facilitating assessment, treatment, and other comprehensive services and programs to youth referred to the unit. To manage and provide for the professional development of the Field Services Probation Services Unit personnel.

MAJOR TASK STATEMENTS AND REPRESENTATIVE ACTIVITIES (Percentage of Time):

(The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job; other tasks/duties may be assigned. The area to which the job is assigned will govern which duties apply. Management reserves the right to amend and change responsibilities, work shift/schedule, facility, or department to meet business and organizational needs as necessary, including but not limited to the re-assignment of employees and positions, elimination of positions, and opening, moving, or closing of facilities and units.)

- 50% Assist the Director in managing and ensuring the development and operation of the Field Probation Services programs/services unit functions; assist in formulating and implementing administrative policies and procedures. Manage, monitor and evaluate programming provided by the probation programs/services unit.
- Assist in developing and implementing operational and administrative policies and procedures for the probation services unit. Review, develop, or

improve internal operating procedures, forms, and systems and joint protocols and processes with multiple court departments and external agencies.

- Research current and developing trends in the juvenile justice/domestic relations field to determine and implement best practices in needs assessment tools and services.
- Maintain current knowledge of assessment and treatment techniques, criminal/civil justice systems, and community resources using in-service training, seminars, workshops, and publications.
- Engage in strategic planning for the probation services unit. Advise, assist, and consult with the Director in establishing unit goals, standards, operating procedures, systems, and legal procedures. Provide input and recommendations for immediate, short-term, and long-range service needs and objectives; recognize, investigate and resolve a variety of administrative problems.
- Assist director in planning, organizing, and managing the activities of professional, administrative, and clerical staff to ensure the efficient operation of all probation services unit functions to include at- risk youth assessment , youth/family counseling, crisis intervention, coordinating referrals for services, supervised visitation services and parent awareness and juvenile justice courses.
- Develop and maintain a comprehensive listing of community resources.
- Develop, prepare, and review a variety of routine and non-routine reports, spreadsheets, narratives, and other documents for the department.
- Investigate and resolve a variety of problems and provide input.
- Monitor the quality, quantity, timeliness, and procedural compliance of work produced.
- Ensure services provided conform with Juvenile Officer Performance standards, ACA (American Correctional Association) accreditation standards and court policies and procedures.
- Responsible for grant preparation, writing, and compliance; assist with developing unit budget; monitor budget and other program resources.

25%

Assist the director in coordinating and supervising daily operations.

- Assist in managing and developing the skills and abilities of probation services unit staff to assure that they become successful in providing services.
- Provide supervision to Field Services Area Unit Program Managers and HDEM Program Manager.
- Assign, direct, and supervise the work of subordinate professional, administrative, and clerical staff, both directly and indirectly.
- Advise employees when unusual situations arise or when new procedures are instituted.
- Assist Director in hiring process to include reviewing applications and making recommendation for hire.
- Investigate and resolve personnel matters or recommend appropriate actions.
- Assess training needs and requirements for development of staff.

- Assess and evaluate staff performance.
- Review and monitor timekeeping records within Court timekeeping system, as necessary.

- 15% Direct and coordinate the accreditation process to ensure compliance with the standards and procedures of the American Correctional Association (ACA) and Missouri Juvenile Officer Performance Standards (MO-JOPS).
- Direct, coordinate, and review activities of staff responsible for preparing for and conducting audits and related functions.
 - Provide guidance to agency staff regarding accreditation procedures and development of corrective action plans for achieving compliance with accreditation standards.
 - Develop, revise, and direct the implementation of policies and procedures ensuring agency compliance with accreditation standards.
 - Oversee and conduct annual internal audits to gauge compliance with accreditation standards.
 - Serve as the agency representative during accreditation standards compliance audits and hearings.

- 10% Collaborate with court staff and external agencies to coordinate processes and services; provide information and/or respond to questions, issues, and problems. Attend meetings and training.
- Meet with internal service area staff representatives and representatives of local law enforcement agencies and other partner agencies to develop policies and cooperative agreements, and maintain positive working relationships and coordination of services.
 - Coordinate meetings with law enforcement agencies and other partner agencies.
 - Provide information to and answer questions from judges, other Family Court staff, partner agencies, youth/families related to matters involving the Probation Services Unit.
 - Attend and conduct meetings, seminars, and training.
 - Perform related work as required to include, but not limited to, serve on teams/committees as assigned, cross-train for other jobs as assigned, and work on special projects as assigned.

SUPERVISION OF: Provide direct supervision to Field Services Area Unit Program Managers and HDEM Program Manager. Provide indirect supervision to all comprised of Field Services; provides guidance and evaluates the performance of staff both during and after work is complete; direction to staff may occur both in written and verbal communications, in person and/or by phone.

SUPERVISION BY (Include level of Supervision): Director, Field Services provide general supervision - work monitored by results of assignments and projects, deadlines met, and meetings.

SERVICE RESPONSIBILITY:

Internal: Juvenile Officer and staff, Judiciary, Deputy Court Administrator – Family

Court, Family Court management and staff

Provides advice and/or recommendations to internal management and line staff. Advise of existing policy and precedents, if applicable. Serve as a consultant to family court management staff.

External: Youth and families, community partners, Children's Division, Law Enforcement, and Community Service Agencies

Collaborate to provide services to youth and families; provide information and general direction. Handle requests from outside agencies, which can be of a confidential nature.

PRIMARY EQUIPMENT, TOOLS, MATERIALS USED: Computer, telephone, copier/printer/scanner/fax, keys, various reports and forms, computer generated or handwritten, handbooks for programs, policy manuals.

MINIMUM EDUCATION AND EXPERIENCE:

(Education above the minimum stated may be substituted on a year for year basis for the required general experience; experience above the minimum stated may be substituted on a year for year basis for the required education.)

EDUCATION: Master's degree in a Behavioral/Social Science, Psychology, Criminal Justice or a directly-related field.

EXPERIENCE: Five years directly related work experience with at-risk youth, developing and evaluating programs, inclusive of needs assessments, treatment planning, and case management including one year management experience.

SPECIAL REQUIREMENTS: Must submit to and pass criminal background check as prescribed by Courts, Sex Offender Registry check, and MO and KS Child Abuse and Neglect checks.

Must have valid drivers' license from state of residence; maintain state mandated auto liability insurance and properly licensed and reliable vehicle, and ability to provide proof of both.

All applicants for this position are subject to testing for illegal drug use prior to appointment. Employees in this position are subject to reasonable suspicion testing for illegal drug use.

KNOWLEDGE , SKILLS, AND ABILITIES: Knowledge, skills, and abilities required to function at an acceptable level in the position.

- Knowledge of the operation of a safe and secured juvenile treatment unit.
- Thorough knowledge of child and adolescent development and theories of delinquency, parent education, and supervised visitation.
- Knowledge of community resources.

- Thorough knowledge of and experience in the modern principles, best practices, methods, and techniques of treatment and counseling modalities for at-risk youth, parent awareness education and supervised visitation services for families.
- Thorough knowledge of applicable court procedures and related laws.
- Knowledge of training methods and techniques.
- Knowledge of research procedures.
- Knowledge of supervisory and management techniques.
- Some knowledge of personnel practices, procedures, and employment law.
- Knowledge of the organization, operation, functions, responsibilities and jurisdiction of a juvenile or Family Court system.
- Knowledge of budget preparation and monitoring.
- Ability to make sound decisions in accordance with laws, regulations, and Court policies and procedures.
- Ability to maintain varied and complex records and prepare reports from these records.
- Ability to analyze and organize facts and precedents and to prepare written recommendations.
- Ability to organize, direct, and coordinate administrative activities in a manner conducive to full performance and high morale.
- Ability to recognize, investigate, and analyze a variety of administrative problems and devise effective solutions.
- Ability to plan, schedule, assign, and supervise the work of subordinates engaged in varied activities.
- Ability to organize and prioritize a variety of demands on time.
- Ability to effectively train, supervise, motivate and objectively assess the performance potential of applicants and performance of employees.
- Ability to communicate effectively, both orally and in writing, and to prepare clear, complete and logical reports and/or correspondence.
- Ability to make sound decisions in accordance with laws, regulations, and Court policies and procedures.
- Ability to apply specialized knowledge to individual cases and problems.
- Ability to work and relate in a positive fashion toward individuals from diverse backgrounds and maintain effective working relationships.
- Ability to speak publicly in an effective manner.
- Effective listening, observation and facilitation skills to effectively assess a situation and respond appropriately.
- Skill in research and analyzing data.
- Skill in the operation of standard office equipment, i.e. computer, telephone, copier/fax, printer, etc.
- Skilled in the operation of word processing and spreadsheet applications.

WORKING CONDITIONS: Work environment and facilities required to work in as well as physical demands and/or mental requirements. (This is not an inclusive list; other tasks/duties may be assigned.)

Office Environment: Employees are protected from weather conditions or contaminants, but occasional temperature changes may occur.

STANDING - 10% of time – Required when speaking with or assisting individuals; at an

employee's desk; while observing process; waiting for meetings, elevators, etc.

WALKING - 15% of time – Required when delivering or retrieving information, files, etc., from within the office or from other departments or floors; attending meetings in other buildings or departments.

SITTING - 65% of time – Required when completing personal computer/telephone work assignments and attending meetings.

DRIVING/TRAVEL – 10% of time – Required when driving to other facilities for meetings and training or when driving to visit clients or attend other court hearings.

LIFTING/CARRYING – 30 lbs. – Required when lifting files or materials.

PUSHING/PULLING - 30 lbs. – Required when moving file boxes and office supplies or materials; and when opening and closing file cabinet drawers and doors.

VISION – Must be adequate to use personal computer, filing, completion of reports, forms, and correspondence.

HEARING – Must be adequate for normal conversation with employees or applicants and the general public or communicating via telephone.

SPEECH – Must be able to speak and understand English clearly to provide detailed information by telephone and in person.

CLIMBING/BALANCING – Required when negotiating stairs, or retrieving files or supplies/materials from overhead or from the floor.

STOOPING/KNEELING/CROUCHING/CRAWLING – Required when retrieving or filing from lower drawers or when retrieving items, office supplies, etc., from the floor.

REACHING/HANDLING – Required on most tasks.

THE COURT IS AN EQUAL OPPORTUNITY EMPLOYER