



CLASS SPECIFICATION

Class Code: 60013704
Date Established:
Last Reviewed: 10/2022
Last Revised: 02/2018
Last Title Change:
FLSA: exempt
Probation: 12 months

PROGRAM MANAGER

DEFINITION

Plans, supervises, coordinates, reviews, and evaluates the work of staff and activities of a major Juvenile Services Department; and performs related work as required.

This position is responsible for all aspects of the day-to-day operation of the following programs/divisions: Probation Services, Community Outreach, Community Service - Department Programs, Traffic, and/ or Detention.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in one of the behavioral sciences or in a closely related field, and three years full-time experience in the Washoe County Department of Juvenile Services in a class equivalent to, or higher than, a probation officer; OR a bachelor's degree and three years full-time professional experience in a Juvenile Justice casework or correctional program.

LICENSE OR CERTIFICATE

Must possess and maintain a valid Nevada driver's license.

A CPR, First Aid, and Blood Borne Pathogen certificates are required.

Successful completion of department approved and mandated training.

SUPERVISION EXERCISED

Exercises direct supervision over professional staff or program and/or support staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Develop and implements goals, policies, procedures and work standards for the assigned program.

Coordinate services and programs of the division with those of other divisions and departments to provide for the most effective service programs for juveniles and their families.

Supervise the activities and performance of assigned staff, including training, work assignment and review, employee discipline, and performance evaluation. Participate in the selection or promotion of staff, develop training programs specific to area of assignment.

Provide input into and oversight of the program budgets and monitor expenditures: sign disbursement orders and keep Division Director informed as to authorized expenditures.

Participate in division strategic planning activities and serve as a member of the management team.

Participate in development of department policy/procedures and communicate/implement revisions and new programs with staff.

Direct the maintenance of or maintain accurate case records, files, and documentation.

Communicate frequently with the public and other agency professionals regarding coordination of programs and treatment issues; early intervention and prevention strategies; and public education.

Respond to and resolve concerns and complaints of staff, public and other agency professionals.

Monitor services and service delivery for goal attainment and client access.

Perform a variety of special studies and reviews; evaluate alternatives, make recommendations and prepare narrative and statistical reports.

Work closely with Division Director to ensure that the department philosophy is implemented and service delivery is fully achieved.

May participate in Boards or in committees as assigned by the Director; act as liaison with other agencies as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Washoe County Juvenile Services Department policies and procedures.

Countywide personnel policies such as sexual harassment, discrimination, ADA, and EEO.

Computer software specific to the department/division.

Responsibility and authority of the Juvenile Services Department.

Ability to:

Plan, organize, and direct the activities of varied program functions to accomplish established goals and optimize efficiency.

Supervise personnel, including training, assigning, and reviewing work, administering discipline and conducting performance evaluations.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Principles and practices of program development, implementation, and promotion.

Laws and regulations relating to juvenile justice practices.

Principles and techniques of organization, management, and supervision.

Grant development and administration.

Modern principles and practices of public administration including budgeting, staffing, and organization.

Techniques for dealing with a variety of individuals from diverse socio-economic, ethnic, and cultural backgrounds.

Principles and practices of developing teams, motivating employees, and managing in a team environment.

Rules, regulations, and procedures related to the program areas to which assigned.

Community resources and programs available to clients with identifying needs.

Record keeping principles and practices.

Ability to:

Deal successfully with a variety of individuals from diverse socio-economic, ethnic, and cultural backgrounds, in person and over the telephone, often where relations may be strained.

Prepare clear and concise reports, correspondence and other written materials.

Develop effective work teams and motivate individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.

Collect and analyze information, drawing sound conclusions, project consequences of proposed actions and develop appropriate recommendations.

Gather, organize, analyze, and present a variety of data and information.

Demonstrate initiative and judgment within established procedural guidelines.

Evaluate work priorities, procedures, and processes to determine their effectiveness and efficiency.

Establish priorities and organize work to meet schedules and deadlines.

Interpret and apply regulations, policies, and procedures.

Maintain confidential data and information.

Communicate effectively, both orally and in writing.

Write correspondence, memoranda, administrative summaries, reports and other documents using correct English, spelling, vocabulary, grammar and punctuation.

Establish and maintain effective working relationships with those contacted in the course of work including other departments, divisions, outside agencies and boards, elected officials, management, staff and the general public.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner, which does not expose them or others to unnecessary harm or risk of on-the-job injury.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.0*

Some assignments may require P.O.S.T certification; however, if P.O.S.T certified, must maintain certification.

Must maintain a flexible work schedule including on-call availability on weekends and evenings.

Traffic Master assignment through statutory authority, by appointment of the Family Court Judge, serves as hearing master for juvenile traffic offenses. This assignment requires knowledge of traffic laws and court procedures in regards to traffic hearings, sanctions, fines, and suspensions.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.