



CLASS SPECIFICATION

Class Code: 13728
Date Est: 8/2001
Last Rev: 01/2008
Last Title Chg:
FLSA: non-exempt
Probation: 12 months

JUVENILE SERVICES SUPPORT SPECIALIST

DEFINITION

Under general supervision, performs a variety of duties in support of a Juvenile Services (Probation) program; provides support services to Probation Officers for the benefit of youth and/or their parents in an office setting, court setting or in the field; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of experience performing a variety of duties in support of a human service or juvenile services function; OR an equivalent combination of related education and experience. A bachelor's degree from an accredited college or university in a human services field, such as Criminal Justice, Social Work, or Psychology may substitute for the required experience.

OTHER REQUIREMENTS

Must be 21 years of age or older.

Must successfully complete all training including, but not limited to, Defensive Tactics and OC Spray prior to completion of probationary period.

Must be available to work flexible, non-traditional hours.

Must submit to and pass a complete background check.

LICENSE OR CERTIFICATE

A valid Nevada driver's license is required at time of appointment and a driving record that allows for transportation of youth.

Certification in First Aid and CPR within 30 days of appointment.

SUPERVISION EXERCISED

None.

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

Act as Transportation Officer, either by airplane or automobile, for youth in custody including, but not limited to, Elko, Caliente, Las Vegas and Douglas County; ensure the proper level of safety and security of the youth, staff and vehicles.

Act as Transportation Officer for youth in or out of custody to doctor appointments, court appearances, counseling sessions, foster care placements, community agencies, schools, etc.

Serve court summons to parents, legal guardians or whoever is responsible for the juvenile. This includes calling to inform the parent, making arrangements for pick up at Jan Evans, or serving the summons in person to the home, workplace or agreed upon location. Submit proper documentation of service.

Perform a variety of duties related to the delivery and pick up of written paperwork, i.e. deliver court reports and petition requests, pick up police reports and school records.

Become American Red Cross certified to teach First Aid, CPR, AED and Blood Borne Pathogens; teach recertification classes to identified staff according to the Department training schedule.

Assist the WCSO bailiff and/or Wittenberg Hall youth advisors during detention hearings held Monday through Friday at Wittenberg Hall; notify Probation Officers in preparation of their case being called; maintain safety and security in the courtroom; maintain proper courtroom decorum; take direction as necessary and appropriate from the Juvenile Master as to courtroom protocol.

Perform minimal community liaison related activities in the field such as participation in community relations programs and providing assistance with special events.

Assist the public, either in person or on the telephone, by providing information regarding the Juvenile Services Department operations, policies, and procedures following established guidelines and protocols; make referrals to appropriate staff or other agencies.

May assist clients with completing a variety of forms or applications for services.

May be required to testify at judicial or administrative proceedings.

Perform a variety of clerical duties including, but not limited to, filing and answering phones.

Document activities and contacts; complete reports as appropriate and necessary utilizing computer software programs.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

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

Knowledge of:

Departmental policies and procedures.

Laws, rules, regulations, terminology, and acronyms, which apply to the assigned area of responsibility.

Juvenile Justice practices.

Local community resources.

Computer software specific to the agency and operation.

Interstate compact policies and procedures.

American Red Cross First Aid, CPR, AED, and Blood borne Pathogen transmission.

Driving 15 passenger vans (after completion of County-provided training).

Ability to:

Interpret and apply departmental policies and procedures in accomplishment of assigned tasks.

Maintain the proper level of safety and security of the youth, staff, and vehicles.

Refer clients to community resources as appropriate.

Use computer programs in daily tasks.

Be certified (within one year) to teach staff American Red Cross First Aid, CPR, AED, and Blood Borne Pathogen transmission.

Complete training to drive 15 passenger vans.

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

Knowledge of:

Basic law enforcement functions.

Basic juvenile justice functions.

Crisis intervention strategies.

Abuse and neglect reporting laws.

Basic human behavior, parenting skills, child development, and characteristics associated with youth and families.

Modern office practices and procedures.

Computer operations and use of work processing software.

American Red Cross First Aid, CPR, AED, and Blood Borne Pathogen transmission.

Ability to:

Deal effectively with individuals from diverse socioeconomic backgrounds.

Deal with stressful situations, remain calm, and present a professional manner in hostile situations.

Read, comprehend, and apply a variety of laws, policies, procedures, and training materials.

Communicate clearly, both orally and in writing.

Evaluate situations and make sound judgments.

Plan and organize work.

Establish and maintain effective working relationships with staff, youth, families, and members of the community.

Maintain confidentiality of information encountered during the course of work.

Complete documentation and reports in a thorough and timely manner.

Control personal bias.

Teach staff American Red Cross First Aid, CPR, AED, and Blood Borne Pathogen transmission.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to see, hear, stand, sit, walk, stoop, twist upper body. Ability to lift up to 200 lbs. Ability to operate handcuffs and restraint devices. Ability to drive 15 passenger vans (after County-provided training).

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

Approved WERCCS Job Evaluation Committee

Date July, 2001