

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

DEPUTY CHIEF COURT SERVICES OFFICER

CLASS CODE: 99-61-22

POSITION PURPOSE

Assists in daily operation of a court services program in a judicial circuit by supervising and providing work direction to Court Services Officers (CSO) and support staff; developing and maintaining a continuum of community-based resources; developing and overseeing specialty court functions as assigned; establishing and maintaining interagency relationships; participating in budget development and allocation; and establishing procedures to accomplish the work of the program; and manages a caseload of clients placed on probation by the court.

DISTINGUISHING FEATURE

This position is distinguished by understanding the goals and objectives of the court services program and implementing them effectively through oversight of daily operations which facilitates consistent, continuous, and effective completion of work.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Supervises Court Services Officers and support staff to assist in personnel and caseload management.
 - a. Assists the Chief Court Services Officer with selection of new employees.
 - b. Trains newly hired employees and provides ongoing training for all staff.
 - c. Assigns cases to CSO's based on their current and pending work load levels.
 - d. Ensures compliance with policies and procedures, and provides information and work direction to staff when changes in guidelines affect the program and their work.
 - e. Monitors caseloads to ensure contact standards are met by assigned staff, case plans are completed, and supervision of probationers is being provided appropriately.
 - f. Answers staff's questions daily regarding UJS policy-related questions, and conducts regular staff meetings.
 - g. Travels to itinerant offices to provide support and direction to staff; and assists CSO's individually if questions or problems arise in their workloads and with difficult elements of their duties, and acts as a sounding board when needed.
 - h. Staffs interstate compact issues that arise with assigned CSO's, and reviews and forwards all completed interstate compact documents.
 - i. Researches and interprets interstate compact rules.
 - ii. Communicates with Trial Court Services for rule interpretations.
 - i. Works closely with support staff to ensure work is produced and distributed in a timely manner and correct information is entered into computer systems.
 - j. Verifies hours worked by assigned staff, and authorizes leave.
 - k. Prepares for and conducts performance evaluations.

DEPUTY CHIEF COURT SERVICES OFFICER

2. Supervises clients placed on probation by the court and performs other casework duties to balance the workload of the court services program in the circuit.
 - a. Supervises adult and juvenile probation clients and interstate compact cases; and writes presentencing reports and social case studies.
 - b. Refers clients to appropriate programming and monitors compliance with court orders.
 - c. Advises probationers on how to handle problems in their lives and coaches them toward positive outcomes.
 - d. Enters data into appropriate computer systems.
 - e. Supervises conflict cases and is a contact point for clients, their family members, and members of the public who may have questions or concerns.
 - f. Conducts field visits with clients, resolves disputes often, and takes individuals into custody if necessary.
 - g. Supervises additional clients during staff shortages and emergencies, and when CSO's are away from their offices.
3. Participates in development of community resources for clients by networking with community-based service providers to build and maintain good relationships.
 - a. Attends meetings with local service providers to exchange information about program issues, new proposals, and general overviews of programs available.
 - b. Speaks with program directors about services they provide, brainstorms ideas for new programs, and discusses opportunities to build relationships among agencies.
 - c. Participates as a member of committees who work together to develop and implement programs in communities.
 - d. Shares new information and program changes with court services staff and provides direction to incorporate changes into operating policies and procedures.
 - e. Provides information to community-based resource providers on the purpose of court services and the direction of the court to provide resources for clients.
 - f. Works with the public to educate them on the role of court services and to develop professional relationships within communities.
4. Assists the Chief Court Services Officer with administrative functions relative to operation of the court services program in the circuit.
 - a. Develops, implements, and manages special projects that make court services available in communities within the circuit.
 - b. Handles questions, concerns, and complaints from family members, victims, service providers, schools, State's Attorneys, defense attorneys, and Judges.
 - c. Assists in maintaining and distributing an inventory of supplies and equipment for the program.
 - d. Assists in formulating and managing the budget for the court services program throughout the circuit.
 - e. Collects data and completes required monthly reports for the program.
5. Performs other work as assigned.

SUPERVISORY FUNCTIONS

Provides guidance to assigned staff in supervising probationers, answers their questions, and assists them with challenges; supervises a caseload of clients placed on probation by the court; represents the court services program, the circuit, and the UJS by sharing information with

DEPUTY CHIEF COURT SERVICES OFFICER

communities and educating them about the goals and objectives involved; and develops and implements special projects as assigned.

ESSENTIAL FUNCTIONS REQUIRE

Travel within the circuit court district to interact with subordinates and service providers; in-state and out-of-state travel for training and meetings; ordinary daily physical requirements of sitting, standing, and lifting; proficiency in technical systems used by the court; and attendance in accordance with rules and policies. Incumbents must understand and interpret UJS policies, protocols, and procedures, and law enforcement and sentencing procedures, and communicate those interpretations to staff, local agencies, and providers; stay calm, patient, compassionate, and objective when working with clients yet maintain awareness of potential physical hazards; and be confident and straightforward in decisions made and resolutions to problems with which confronted.

PROBLEMS AND CHALLENGES

Challenged to balance and monitor the workloads of assigned CSO's who may be located throughout the counties in the circuit. This is challenging because the incumbent must consider the workload level of each CSO; must ensure cases are being supervised appropriately, appropriate documentation is being kept, and information is entered into computer systems; must ensure compliance with policies and procedures; and must be available to answer their questions and provide assistance with a broad variety of case-related issues. Further challenged to develop and maintain community-based relationships that benefit clients while supervising CSO's and managing a caseload of clients.

Problems encountered include working with clients who have a myriad of issues and determining which issue to address first; staying calm and positive when clients relapse; dealing with family members, victims, and members of the public when there are complaints and concerns about individuals on probation; doing everything possible to ensure safety of staff; and explaining the court's position, policy, process, etc., when challenged.

DECISION-MAKING AUTHORITY

Decisions include caseload assignments to CSO's; whether or not supervision on each case is handled correctly; how to effectively supervise clients in own caseload and appropriate programming for each; recommendations for new service providers; recommendations for local office procedures; recommendations for and assistance in ongoing new program development and implementation; content and format of presentations to the public; content of reports; and recommendations for budget items.

Decisions referred include personnel issues; decisions affecting community-based programming or home-based counseling; final approval of office procedures; final approval of budget; prosecution of probation violations, sentencing decisions, and early terminations; and media-related questions.

CONTACT WITH OTHERS and PURPOSE

Frequent contact with court services staff, defense attorneys, law enforcement, jail staff, treatment providers, school personnel, clients and families of clients, victims of crimes, Judges

DEPUTY CHIEF COURT SERVICES OFFICER

court administrative staff, and clerks of court staff to assist in resolving problems involving caseloads of staff under supervision and to work toward positive outcomes for all parties; with probationers, Judges, prosecuting attorneys, law enforcement, and services providers regarding the development and implementation of services for assigned cases; and with city and county law enforcement supervisors and staff; State's Attorneys and staff; supervisors at treatment centers and mental health agencies; and UJS staff in the circuit regarding establishment of resources and effective working relationships in communities.

WORKING CONDITIONS

The incumbent works in a typical office environment, and in the field to provide training for new Court Services Officers and to supervise own case load. Work requires significant travel among communities and counties within a circuit court; in-state and out-of-state travel for meetings and training; working non-traditional hours due to on-call situations; and exposure to potential physical harm when dealing directly with convicted felons and delinquent youth.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- human behavior;
- social programs and available state and community resources;
- adult and juvenile criminal justice systems;
- human resources management practices and procedures;
- rules and policies of the Unified Judicial System and protocols and procedures related to court services;
- fiscal management;
- Interstate Compact.

Skill in:

- patience;
- time management;
- leadership.

Ability to:

- listen to what an individual is saying and understand;
- communicate effectively with a wide variety of people, both orally and in writing;
- schedule and direct the work of court services staff;
- work non-traditional hours and be on call 24/7;
- remain calm when dealing with clients;
- establish and maintain effective working relationships;
- read, analyze, and interpret the law;
- counsel and maintain professionalism in adverse situations;
- use computer hardware and software at a professional level.

DEPUTY CHIEF COURT SERVICES OFFICER

Education:

Graduation from a college or university with a bachelor's degree in criminal justice, public administration or social or behavioral science or a related field.

Experience:

Three (3) years of experience in court services, parole, probation, social work, law enforcement, or a related field; or an equivalent combination of related education and experience.