

**UNIFIED JUDICIAL SYSTEM  
POSITION DESCRIPTION**

**JUVENILE SERVICES PROGRAM MANAGER**

**CLASS CODE: 99-61-44**

**POSITION PURPOSE**

Provides timely, accurate, consistent, and reliable statewide leadership and oversight, advice, information, and analysis of juvenile justice and children and family service programs within the Unified Judicial System (UJS). This position directs policy development, program implementation, and quality assurance efforts related to juvenile diversion, probation, reentry, and coordination with tribal and family service partners; and ensures that juvenile and children and family programs are evidence-based, data-driven, and aligned with UJS policies, statutory requirements, and national standards.

**DISTINGUISHING FEATURES**

This position serves as the primary subject-matter expert and program-level authority for juvenile services within UJS. The Juvenile Services Program Manager provides statewide direction and consistency while collaborating with circuit staff, tribal partners, state agencies, and other court services programs to support effective, developmentally appropriate responses for youth and families.

**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 inclusive.

1. Oversees the development, guidance, and implementation of policies and procedures of statewide juvenile diversion programs, probation services, and reentry initiatives to ensure consistent statewide implementation, adherence to evidence-based practices, and program success.
2. Manages the development, implementation, and coordination of emerging adult initiatives and programs, including supervision of probationers, to improve engagement and outcomes.
3. Oversees the Children & Tribal Services Coordinator to ensure successful Court Improvement Program grant administration, stakeholder engagement, and regulatory compliance; and tribal initiatives.
4. Develops, implements, and maintains policies, procedures, and standards for juvenile court services.
5. Supervises staff to strengthen youth-focused programming and system integration.
6. Directs and utilizes analytical support to monitor data trends, evaluate program outcomes, and assess fidelity to evidence-based interventions.

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7. Partners with state agencies to enhance coordination of services for youth with behavioral health or substance use needs.
8. Oversees training development and provides guidance and technical assistance to juvenile court personnel statewide.
9. Serves as the primary liaison to tribal courts, tribal justice partners, and community-based youth service agencies.
10. Advises UJS leadership on emerging issues in juvenile justice and recommends improvements in program design, policy, and resource allocation.
11. Serves as the Commissioner for the statewide juvenile probation and Department of Corrections parole on juvenile interstate matters.
12. Performs other work as assigned.

### **SUPERVISORY FUNCTIONS**

This position supervises staff who are responsible for researching, developing, implementing, and ensuring uniformity in juvenile circuit court juvenile services functions and children and family services; and collaborates with adult services programs and services and treatment courts to align practices and address overlapping service areas.

### **ESSENTIAL FUNCTIONS REQUIRE**

The ability to plan, organize, and coordinate juvenile justice programs; analyze data and program outcomes; and apply evidence-based practices within a judicial framework. In-state and out-of-state travel is required for meetings and training; attendance in accordance with rules and policies; sitting for extended periods of time; and operating office machines such as a computer, telephone, copier, etc. The incumbent is also required to work effectively with coworkers, stakeholders, and the public; manage stress with a calm demeanor; meet deadlines and objectives; demonstrate initiative and motivation; and communicate (verbally and in writing) complex ideas, rules, policies, and procedures.

### **PROBLEMS AND CHALLENGES**

Challenges include ensuring all programs' rules, policies, and procedures are followed and in a uniform manner statewide to maintain program integrity; implementing evidence-based juvenile programs and services; balancing public safety, accountability, and youth development and diversion priorities; organizing workload to accomplish the multitude of tasks associated with this position; staying abreast of trends in areas that are overseen by this position; effectively communicating continual program changes to staff; identifying procedural errors, investigating cause, and providing a solution to ensure problems do not reoccur and are fixed in a timely manner; maintaining program focus on the big picture; keeping program stakeholders engaged and passionate, but also patient to ensure thorough planning and program success; and investigating public complaints.

### **DECISION-MAKING AUTHORITY**

Decisions made by the incumbent include independent judgment in the day-to-day management of juvenile services; developing, interpreting, and implementing programs rules, policies, and procedures; recommending new program initiatives to pursue and implement; recommending

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statewide training programs for juvenile probation; and participating in cross governmental meetings.

Decisions referred include final authorization of programs' rule and policy changes by the Court Services Administrator, Deputy State Court Administrator, State Court Administrator, Presiding Judges, Chief Justice, or the Supreme Court.

### **CONTACT WITH OTHERS and PURPOSE**

Maintains regular contact with UJS leadership, program managers, circuit staff, tribal court partners, behavioral health providers, and community agencies to coordinate services, align policy, and support effective juvenile justice practices.

### **WORKING CONDITIONS**

The incumbent works in a typical office environment with periodic in-state and out-of-state travel is required.

### **COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT**

#### **Knowledge, Skills and Abilities**

Knowledge of:

- juvenile justice systems, diversion programs, probation practices, and family-centered interventions;
- UJS policies, procedures, and processes;
- budgeting fundamentals;
- supervisory and leadership techniques and tools;
- evidence-based juvenile interventions and program evaluation principles.

Ability to:

- lead collaborative, cross-program initiatives;
- develop and provide public presentations and training;
- effectively manage highly stressful situations and remain patient and calm;
- act as a liaison with other courts, executive branch, tribal entities, and outside entities to build networks and consensus and foster collaborative relationships;
- maintain confidentiality of personnel issues and records;
- analyze data and apply findings to policy and program improvement.

Skill in:

- communication, both oral and written;
- leadership;
- organizational and time management;
- critical thinking;
- stakeholder engagement.

#### **Education**

Bachelor's degree in criminal justice, public administration, behavioral sciences, or a related field preferred.

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### **Experience**

Three (3) years of experience in juvenile justice or court administration, including program management, coordination, or probation/supervision; or an equivalent combination of related education and experience.

Preference will be given to successful completion of the Court Executive Development Program (CEDP) through the National Center for State Courts.