

## DIVISION MANAGER - PROBATION

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for directing, managing, administering and supervising the operations of an assigned District Office or large division of the Department of Probation. Responsibilities also include the development and implementation of departmental policy and procedure. Supervision is exercised over a number of Probation Officers, Supervising Probation Officers and supporting clerical staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Develops and implements departmental policy and procedure consistent with departmental goals and objectives; ensures that goals and objectives are effectively communicated to all line staff;

Monitors probation services and operations to ensure compliance with mandated State and County guidelines;

Confers regularly with the Commissioner of Probation and administrative staff on all issues regarding district/divisional operations;

Coordinates and monitors the assignment of cases to Probation Officers; ensuring appropriate staffing levels for timeliness of response;

Monitors and evaluates district/divisional service reports detailing funding compliance with State and County guidelines;

Facilitates the delivery of probation services to both Family and Criminal courts by planning and coordinating district/divisional staffing;

Analyzes and evaluates statistical and demographic data to plan for current service needs and to forecast for future service needs;

Plans and conducts formal in-service training classes for Probation Officers and Trainees and ensures that staff are also appropriately oriented to departmental policies and procedures;

Implements and evaluates field investigation procedures to maintain consistency in procedural techniques and to ensure that all socioeconomic factors are appropriately considered;

Interprets Probation services at meetings of social workers, civic groups and other related groups to promote understanding and support of probation operations;

Assists in the Commissioner of Probation in the selection and hiring of Probation Officers; ensuring that the Commissioner is made aware of all staffing needs;

Acts as a representative for the Commissioner of Probation in matters pertaining to area of assignment.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of modern management principles and practices; thorough knowledge of principles underlying human behavior growth and development; thorough knowledge of and skill in investigative, interviewing, case recording and report preparation techniques as applied to probation work; thorough knowledge of current trends and developments in the fields of probation and correction; thorough knowledge of functions and procedures of courts involved with the agency; thorough knowledge of laws and regulations pertaining to probation work; thorough knowledge of community organization principles and practices; ability to train and supervise; ability to gain the confidence and cooperation of others; emotional maturity; initiative; resourcefulness; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Bachelor's Degree\* and three years experience in a supervisory or administrative capacity in a probation agency.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possession of a valid New York State Driver's License at time of appointment.