**Juvenile Probation Supervisor**

**Evidence-Based Practice**

**Job Description Template**

**Position Summary**

A Juvenile Probation Supervisor is a highly responsible professional position within the Juvenile Probation Department. The juvenile probation supervisor supports the direction, administration, and coordination of all juvenile probation operations through managerial support, coaching/counseling staff, assigning workload, and evaluating performance of staff.

A Juvenile Probation Supervisor supports the continuous professional development of staff to ensure compliance with the requirements of the Pennsylvania Juvenile Act, Rules of Juvenile Court Procedure, Principles of Balanced and Restorative Justice, Juvenile Justice Evidence-Based Practices and departmental policies. The mission and purpose of the Juvenile Act mandates that youth who commit delinquent acts be provided “programs of supervision, care and rehabilitation which provide balanced attention to the protection of the community, the imposition of accountability for offenses committed and the development of competencies to enable children to become responsible and productive members of the community," which fully embrace the principles of Balanced and Restorative Justice. Evidence-based Practices employ assessments, interventions, and treatment approaches that have been demonstrated by sound research to work most effectively to reduce recidivism with juvenile offenders, and enables Pennsylvania’s Juvenile Justice System to fulfill its mission and purpose.

In performance of these duties and responsibilities a Juvenile Probation Supervisor does not discriminate on the basis of race, color, national or ethnic origin, age, religion, gender, gender identity and expression, sexual orientation, disability, or marital status, and demonstrates cultural competence. In order to adequately perform these duties and responsibilities, a Juvenile Probation supervisor needs to possess, develop, and continually refine the following knowledge, skills, and abilities.

**Knowledge, Skills, and Abilities**

**I. Leadership**

* Demonstrates enthusiastic dedication to innovative public service, client-driven service, and personal growth
* Demonstrates essential performance behaviors and operational objective and goals
* Demonstrates a commitment to being a life-long learner. and an active day-to-day desire and effort to continuously learn
* Demonstrates commitment to the department’s vision and mission, and an ability to develop a mental image of the ideal organization based on that vision and mission
* Demonstrates the capacity to create a sense of purpose even in stressful times, and to generate and maintain a high level of morale
* Demonstrates self-motivation, with the ability to shift priorities to meet needs when unanticipated problems occur
* Demonstrates an ability to delegate assignments or responsibilities for effective time management and improved productivity
* Demonstrates personal integrity and abides by the Code of Ethics

**II. Models Core Competencies of Evidence-Based Practice**

* Models evidence-based juvenile probation practices and coaches skill development of staff to assess and interprets criminogenic risk/needs of juveniles, skill-building within juveniles, and participates in role play and practice sessions that assist staff in engagement practices and behavior change activities with juveniles
* Supports and monitors staff with regard to quality case planning, by developing and reviewing case supervision plans and checklists, case consultation meetings, audit forms; providing direct observation and feedback; and monitoring staff performance with an emphasis upon increasing skills and competencies
* Directs and develops staff competencies in the effective use of rewards and sanctions, and role-modeling of pro-social behavior
* Builds staff relationships that are consistent with professional alliance traits, including, but not limited to , Authentic, Empathetic, Empowering, Respectful, and Strength-based
* Models motivational interviewing (MI), as well as, assists in developing staff competencies in the use of motivation interviewing

**III. Communication**

* Utilizes effective interpersonal skills, including the ability to present information and respond to questions from the Juvenile Court, County officials, colleagues, law enforcement and other agencies, the media, the general public, and vendors
* Provides courtroom testimony consistent with Balanced and Restorative Principles and Evidence-Based Practices
* Demonstrates cultural competency, by leading, communicating and working effectively with people of all skills, genders, and racial and ethnic backgrounds
* Communicates effectively, orally and in writing, and demonstrates good listening skills
* Manages conflict , using mediation and negotiation skills to facilitate resolution

**IV. Coaching**

* Demonstrates the ability to set staff performance expectations consistent with job descriptions and reflected in performance appraisals
* Demonstrates skills to coach and guide those under supervision to fully utilize their skills and talents consistent with the mission and goals of balanced and restorative justice, and evidence-based practices
* Provides opportunities for professional development of staff through the temporary assignment or delegation of greater responsibilities
* Demonstrates the ability and willingness to work with others as team player
* Provides constructive feedback, coaching, and mentoring

**V. Critical Thinking**

* Organizes, analyzes, and interprets information to make sound decisions and accept responsibility and accountability for those decisions
* Exercises good judgement and develops sound, well-reasoned solutions to organizational problems
* Understands and analyzes financial information and budgetary requirements to efficiently and effectively manage staff responsibilities and department resources

**VI. Use of Management Tools and Technology**

* Demonstrates an ability to ensure the accurate and timely input of information and data by staff into the PA Juvenile Case Management System (PaJCMS) and the Juvenile Court/Common Pleas Case Management System (CPCMS)
* Demonstrates an ability to design, manage, and interpret information/data collection systems to monitor and evaluate staff and department performance, including but not limited to, dashboard tools
* Demonstrates an ability to use, teach, and manage tools and processes designed into the PaJCMS to monitor, manage and evaluate activities by juvenile probation officers, youth and their families
* Demonstrates an ability to utilize common software packages such as Microsoft Word, Excel, and PowerPoint

**Examples of Work Performed -**

* Manages and assigns workloads to staff consistent with department needs
* Provides orientation, coaching, mentoring, and professional development regarding departments’ mission, values, policies and protocols
* Evaluates staff performance and identifies opportunities for professional development
* Provides staff with support and encouragement for satisfactory or exceptional performance
* Holds staff accountable for less than acceptable performance and collaboratively develops a plan of performance improvement where necessary
* Participates as a member of the management team to evaluate department performance, and design and implement strategies to continuously improve operations and promote a positive organizational culture
* May recommend requests for resources to fulfill department’s mission, values, and responsibilities

**Education, Experience, Certifications, and Professional Development**

* Minimum requirement for employment as a juvenile probation supervisor is a bachelor’s degree, with a background of at least 18 credits in the behavioral or social sciences from an accredited college or university.  Provisions for exception to this standard through participation in an exceptional person process may be provided consistent with Juvenile Court Judges’ Commission’s juvenile probation officer’s employment qualifications.
* Minimum of two years of progressively responsible work within juvenile probation or other child serving agency.
* Prior to employment will be required to obtain and keep current Child Abuse Clearance, and Pennsylvania State Police and Federal Bureau of Investigation Criminal Background Checks.
* Required to maintain a valid Pennsylvania driver’s license.
* Complete a minimum of 40 hours of annual professional development as required by the Juvenile Court Judge’s Commission/Center for Juvenile Justice Training & Research Training Policy.