

## PROBATION ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this class are responsible for assisting Probation Officers in select tasks relating to probation services, such as court orders for collection of support, fines, reparations or restitution, or in performing research relating to specific cases, as needed. This position involves a great deal of public contact and also liaison with the courts. Supervision is not a responsibility of this class; however, guidance may be provided to clerical and administrative support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Assists probation personnel in gathering information from a variety of sources, including public and private sector agencies, law enforcement agencies, courts, employers, etc.;

Performs intake and screening services;

Obtains verified data of earnings, petitioners' expenses, and respondents' and dependents' financial needs;

Maintains case records of all the procedures and processes for each case, including relevant information with respect to the parties involved, court notices and instructions, and Probation Department correspondence sent to the parties;

Represents the Probation Department by appearing before the court as a witness for violation of court order proceedings and to testify regarding the default or failure to satisfy the court order;

Deals with respondents and beneficiaries to mediate and make adjustments to arrive at an equitable amount of restitution to be paid the court; and reports amount for court approval;

Assists individuals serviced by the Probation Department in completing questionnaires and other documents requiring written information;

Establishes and makes contacts with people or organizations in the community that may provide necessary resources for individuals serviced by the Probation Department;

Secures information from individuals or agencies regarding the conduct of probationers and their progress in the community;

May assist in resolving of probationers' or others' technical problems related to housing, health care, employment or other concerns in their daily life experiences;

Conducts drug testing and DNA testing as needed;

Provides reception and intake coverage at the front desk as needed;

Uses computer applications or other automated systems such as spreadsheets, data processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE SKILLS, ABILITIES AND ATTRIBUTES Good knowledge of pre-trial court procedures; good knowledge of interviewing methods necessary to determine suitability for pre-trial release from detention; good knowledge of tools used to monitor compliance with conditions of probation, such as drug and alcohol screening, DNA collection, and electronic monitoring devices; good knowledge of the geography of the jurisdiction employed in; working knowledge of laws pertaining to probation work and functions and procedures of family and criminal courts; working knowledge of the provisions of the Health Insurance Portability and Accountability Act (HIPAA) regulations and policies relating to confidentiality of case record information; working knowledge of special offender populations such as domestic violence offenders, sex offenders, DWI offenders, youthful offenders, juvenile offenders, Persons in Need of Supervision and juvenile delinquents; working knowledge of juvenile and adult risk and needs assessment instruments; working knowledge of factors related to crime and delinquency; working knowledge of the rules of evidence, arrest laws and custody procedures; working knowledge of community resources; working knowledge of employment, training and treatment options available to probationers; working knowledge of office terminology, procedures, equipment and business English; ability to interview detainees and assess their suitability for pre-trial release; ability to review and explain conditions of probation to a probationer; ability to gather and organize information related to the work performed; ability to administer drug, alcohol testing and collect DNA samples as needed; ability to establish and maintain effective working relationships with others; ability to understand and follow oral and written instructions; Ability to communicate effectively both orally and in writing; Ability to understand and empathize with the needs and concerns of others; ability to maintain composure and make rational judgments under stressful conditions.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either\*\* (a) Associate's Degree\* or higher in criminal justice, human services, chemical dependency counseling, business administration, or a closely related field, or (b) possession of a high school or equivalency diploma and two (2) years of experience working with the public in a public or private human services agency or a criminal justice or juvenile justice agency or, (c) an equivalent combination of training and experience as defined by the limits of (a) and (b).

\*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 Department of Education as a post-secondary, degree-granting institution.

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

\*\*NOTE: The class specifications including the minimum qualifications for positions in Probation Departments are established by rule and regulations of the Division of Criminal Justice Services. These class specifications are found in Title 9 NYCRR Part 347, Appendix H-10, Standard Specifications for Professional Probation Positions.