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;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

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: Knowledge of the procedures for financial record-keeping, reporting and filing; some knowledge of community resources; ability to evaluate economic factors in support matters pending disposition before the court; ability to write reports in a form which is acceptable to the Court; ability to make independent judgments in order to arbitrate and adjust support cases before the court; ability to deal effectively with all types of people; ability to work cooperatively with others; ability to communicate effectively, both orally and in writing; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate sufficiently in English to perform the duties of the position; tact; good judgment; integrity; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and three years of experience where the primary function of the position was support or staff duties in the criminal justice field.**

SUBSTITUTIONS: College level coursework* in the fields of Criminal Justice, Social Science or Behavioral Science may be substituted at the rate of 30 credits* per year of experience for up to three years of the aforementioned experience.

**DEFINITION: Support or staff duties in the field of criminal justice is defined as experience processing or maintaining records and/or reports in a criminal justice agency, which is defined as a law firm, probation/parole agency, police department or court office.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*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.