

# Washington County

## Juvenile Intake Diversion Officer

### Job Description

**Job Code:** 16  
**Exempt:** No  
**Department:** Juvenile Court Division  
**Reports To:** Circuit Court Judge/Chief Juvenile Officer  
**Location:** Not indicated.  
**Date Prepared:** November 05, 2009  
**Date Revised:** February 19, 2016

#### GENERAL DESCRIPTION OF POSITION

The Juvenile Intake Diversion Officer is responsible for the supervision of juvenile cases that qualify for Diversion Programs and for monitoring youth that are court ordered to have an Electronic Monitor for purposes of House Arrest. The Juvenile Intake Diversion Officer monitors the compliance of juveniles and their families with court orders and Diversion agreements. The Juvenile Intake Diversion Officer will work as part of a cohesive team and will be required to assume duties as part of a multi-faceted operation that would address an array of juvenile and family situations both judicial and non-judicial in nature. The position requires decision-making, problem solving, and accurate reporting. The officer will be required to maintain, annotate, and prepare appropriate court documents and case files. The Juvenile Intake Diversion Officer will also be responsible for diversions and any petitioned cases until release by the appropriate authorities. This position requires the ability to interact effectively with community care providers, juveniles, and families.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. The Intake Diversion Officer will receive and investigate complaints and charges that a juvenile is delinquent or dependent-neglected, or that a family is in need of services;
2. If the Intake Diversion Officer has reasonable cause to suspect that a juvenile has been subjected to child maltreatment as defined in 12-18-103(6), the intake officer shall immediately notify the Department of Human Services hotline.
3. Respond to a twenty-four hour on call schedule on a rotating basis with the other active Intake Officers.
4. Respond to computerized monitoring system during work hours and after hours for youth on Electronic Monitors (EM).
5. Generate computerized reports for other Court Officers on specific youth offenders that are on Electronic Monitoring, such as violation reports and GPS reports.
6. Responsible for maintaining the Court's inventory of Electronic Monitor devices.
7. Notify on-call officers after work hours of serious Electronic Monitoring violations, such as "Open Strap violations".
8. The Intake Diversion Officer will conduct the initial intake interview, take citizen complaints, confer with victims, and make recommendations to the prosecutor for the appropriate course of

action. A Juvenile Intake Diversion Officer may have up to 12 interviews per week, with each interview lasting between 1-1.5 hours.

9. All contact with the public will be conducted in a professional manner and in compliance with departmental policy and Arkansas law.

10. Work with Interstate Compact in returning juveniles to their home states when they are runaways, arrested in our county, or have a warrant from another jurisdiction.

11. Make appropriate referrals to public or private agencies as well as schools, community based providers, Department of Human Service, in order to ensure that clients obtain services needed.

12. Maintain close communications with all law enforcement agencies within Washington County.

13. The Juvenile Intake Diversion Officer will monitor the client's progress as well as adherence to court orders, identifying potential problems, and taking corrective action.

14. They will also maintain, update, and complete all necessary paperwork and ensure that all information is current in the department database.

15. Maintain records of meetings with all concerned parties; psychological assessments/reports, social data on juveniles and family; receipts showing payment of fines, cost, fees, restitution, and/or completion of public service; attendance and behavior reports from school; and proof of attendance of AA/NA meetings.

16. Prepare requests for the Prosecutor to file Motions for Violation of Terms of Release.

17. Prepare the case file and all records for court hearings daily. Distribute reports to all parties before court hearings. Be available to present case information to the court when needed.

18. Maintain all juvenile records in a "confidential" manner, and ensure that information relating to a juvenile is not released except to authorized persons.

19. Appear in court and testify to successes or problems, inform the court about placement proceedings, and make recommendations about the continued detention or release of a juvenile.

20. Speak to various public and community groups, regarding the juvenile court process and services when called upon, and represent the court on committees as assigned by the Judge.

21. Maintain a current knowledge of the Arkansas Juvenile Code, community services available, shelter placements, group homes, hospital settings, therapeutic placements and treatment facilities in the IV Judicial District and the State of Arkansas.

22. Administer drug screens (both written and physical) to juveniles and their families as ordered by the Court.

23. To perform all other functions or duties assigned to him or her by the Juvenile Code, his supervisors, or the Court.

24. Perform any other related duties as required or assigned.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **EDUCATION AND EXPERIENCE**

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 4 years related experience and/or training. Or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide numbers. Ability to perform these mathematical skills using money and other forms of measurement.

### **CRITICAL THINKING SKILLS**

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

### **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

The officer must complete 40 hours of training in "Juvenile Officer Certification Training" provided by AOC to be a Certified Juvenile Officer. The officer must complete 12 hours of training annually to maintain the certification.

### **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Basic: Contact Management, Database, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under general direction, working from policies and general directives. Rarely refers specific cases to supervisor unless clarification or interpretation of the organization's policy is required.

#### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

#### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor

importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

### **MENTAL DEMAND**

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

### **ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

### **RESPONSIBILITY FOR WORK OF OTHERS**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

No supervision.

Supervises the following departments: Not indicated.

### **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

### **ACCURACY**

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

#### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

### **IMPACT ON END RESULTS**

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

### **PUBLIC CONTACT**

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

### **EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

### **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

### **WORKING CONDITIONS**

Outside or inside working environment, wherein there are potential hazardous working conditions and life-threatening situations exist (fire, chemicals, electrical sources, heights, dangerous people, etc.) part of the time.

### **ENVIRONMENTAL CONDITIONS**

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to use hands to finger, handle, or feel; frequently required to stand, walk, sit, reach with hands and arms; and occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision

abilities required by this job include close vision; distance vision; depth perception; and ability to adjust focus.

#### **ADDITIONAL INFORMATION**

##### **EDUCATION and/or EXPERIENCE:**

The officer should possess a Bachelor's Degree in a related field plus four (4) years work experience; or equivalent combination of education and experience. The officer must complete 40 hours of training in "Juvenile Officer Certification Training" provided by AOC to be a Certified Juvenile Officer. The officer must complete 12 hours of training annually to maintain the certification. The officer should have experience working with teenagers, judgment skills when handling complaints, and communication skills when meeting the public. The officer cannot have a criminal record. This position requires a high level of problem solving and listening skills.

##### **OTHER SKILLS and ABILITIES:**

The officer shall possess good typing and computer skills; have knowledge of modern office practices, procedures, and equipment. The officer should have strong written and verbal communication skills; must possess the ability to establish a good rapport with individuals often under difficult or high-risk circumstances. Must have the ability to de-escalate volatile situations involving juveniles and their families. The officer must possess a strong ability to navigate the internet and be able to work without direct supervision. Self-motivation and the ability to positively motivate juveniles and their parents are essential.

##### **PHYSICAL DEMANDS:**

This job carries a degree of threat; dangerous situations can occur at any time.