



## Career Service Authority

### Senior Probation Officer

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#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs full-performance level professional work providing case management in the most difficult and complex cases through interviewing, investigating, counseling and referring clients for probation and preparing pre-sentencing reports and other documents for the court.

#### **DISTINGUISHING CHARACTERISTICS**

This class is distinguished from Associate Probation Officer, which performs standard/intermediate level professional work providing case management by interviewing, investigating, counseling and referring clients for probation and preparing pre-sentencing reports and other documents for the court. This class is also distinguished from the Electronic Monitoring Probation Officer series, which perform electronic monitoring of court assigned offenders in the community.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged defended, gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

Performs lead work.

**ESSENTIAL DUTIES**

In addition to performing the essential duties and responsibilities of the Associate Probation Officer, performs the followings:

Performs full-performance level professional work providing case management in the most difficult and complex cases through interviewing, investigating, counseling and referring clients for probation and preparing pre-sentencing reports and other documents for the court.

On a rotating basis, is assigned Primary Coordinating Responsibility (PCR) including coordination of the revocation docket in the courtroom, gathering cases from peers ensuring that documentation is complete and recommendations are sound.

Ensures that all add-on cases are prepared according to established policies, and assists in coordinating and verifying the work of other probation officers.

Participates in formal hiring interview processes for Staff Probation Officer candidates.

Represents the Department on community based review boards and in the public meetings, and public education projects

Recommends new methods of improving probation services and participates in and coordinates committees developing changes to departmental policies and procedures.

Serves as coordinator or representative for a variety of programs and committees such as the National Crime Information Center (NCIC), Colorado Crime Information Center (CCIC), Interstate Compact and Sexual Assault Inter-Agency Council.

Trains and supervises interns and volunteers, assists in training programs for new probation officers and provides input to the development and implementation of new elements in staff training programs. .

Reviews pre-sentence reports and corrective recommendations for accuracy and completeness prior to submission to court. Provides instruction to probation officers when corrections are needed.

Provides input to the development of Performance Enhancement Program.

Manages case load of clients on probation and maintains contact to ensure court requirements such as reporting to the probation officer are met or to make changes in treatment programs.

Formulates case plans with the offender with the goal of establishing social behavior and repairing harm caused to the community and victim(s).

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Integrity/Honesty** - Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct and understands the impact of violating these standards on all organization, self, and others; is trustworthy.

**Reading** - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Writing** - Recognizes or uses correct English grammar, punctuations and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience (preparing professional reports that clearly express and convey ideas and concepts).

**Oral Communication** - Expresses information to individuals or groups effectively taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cue and responds appropriately.

**Self-Management** - Sets well defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; demonstrates responsible behavior.

**Interpersonal Skills** - Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; related well to people from varied backgrounds & situations; is sensitive to individual differences.

**Decision Making** - Makes sound, well informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

**Attention to Detail** - Is thorough when performing work and conscientious about attending to detail.

**Problem Solving** - Identifies problems; determines accuracy and relevance information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Reasoning** - Identifies rules, principals, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Teamwork** - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Flexibility** - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Planning & Evaluating** - Organizes work, sets priorities, determines resource requirements; determines short or long term goals and strategies to achieve them; coordinates with other organizations or parts of the organization; monitors progress, evaluates outcomes.

**Self Esteem** - Believes in own self worth; maintains a positive view of self and displays a professional image.

**Public Safety and Security** - Knowledge of the military, weaponry, and intelligence; public safety and security; occupational health and safety investigation and inspection; rules, regulations, precautions, and prevention techniques for protecting people, data, property.

**Stress Tolerance** - Deals calmly and effectively with high stress situations i.e. hostile individuals, emergency situations, dangerous situations, etc.

**Memory** - Recalls information that has been presented previously.

**Information Management** - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Technical Competence** - Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluated technical information related to the job; advises others on technical issues.

**Clerical** - Knowledge of filing, typing, entering data, maintaining records, taking shorthand, and using and completing forms.

Knowledge of research techniques sufficient to be able to determine what information is needed, secure and analyzes desired information, and formulate logical recommendations.

Knowledge of interviewing techniques sufficient to be able to obtain and/or verify necessary information.

Knowledge of techniques and objectives of probation counseling and relative court procedures sufficient to be able to adequately counsel probationers.

Knowledge of supervisory theories/methods sufficient to be able to perform a variety of supervisory functions.

Skill in assessing physical and mental condition of clients through diagnostic testing and interviews.

Skill in recognizing non standardized situations and preparing recommendations for problem resolution.

### ***Physical Demands:***

Sitting: Remaining in the normal seated position

Lifting: Raising or lowering an object up to 10 pounds

Carrying: Transporting an object, usually by hand, arm, or shoulder

Stooping: Bending the body by bending spine at the waist

Handling: Seizing, holding, grasping or otherwise working with hand(s)

Talking: Expressing or exchanging ideas by means of spoken words.

Eye/hand/foot coordination: Performing work through using two or more

Far Acuity: Ability to see clearly at 20 feet or more

Near Acuity: Ability to see clearly at 20 inches or less

Field of Vision: Ability to see peripherally

Ability to adjust vision to bring objects into focus

Color Vision: Ability to distinguish and identify different colors

***Working Environment:***

Subject to varying and unpredictable situations  
Handles emergency or crisis situations  
Subject to many interruptions  
Subject to long irregular hours  
Exposed to dangers of assaults/hazards

***Education Requirement:***

Baccalaureate Degree in Psychology, Sociology, Human Services, Corrections, or a related field

***Experience Requirement:***

Three years of experience in case writing and investigation, or in case work and counseling in areas such as probation, prison, alcohol and drug abuse, domestic violence, or related fields.

***Education/Experience Equivalency:***

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

***Licensure and/or Certification:***

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

By position, possession of an Alcohol and Drug Evaluating Specialist (ADES) Certification from the State of Colorado at the time of application. Possession of ADES Certificate is required by the completion of probation period.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 09/16/1995

***ESTABLISHED BY:***

***REVISED DATE:*** 01/18/2009

***REVISED BY:*** Hameed Pousti

***CLASS HISTORY*** 09/1995—This class was originally created.  
01/2009 – The class spec was formatted into new format. The General Statement of Class Duties (GSD) and the Essential Duties of the spec

were revised and updated. The Distinguishing Characteristics, Competencies, knowledge and skills were added. Experience for education for equivalency was added. The Licensure and/or Certification were updated.