



Office of Human Resources  
Diversion and Criminal Justice Officer - CN2163  
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### General Statement of Duties

Performs standard level professional work assessing, counseling, monitoring, and providing case management to clients involved in Diversion and/or Criminal Justice Programs.

### Distinguishing Characteristics

This class performs standard level professional work assessing, counseling, monitoring, and providing case management to clients involved in Diversion and/or Criminal Justice Programs. This class is distinguished from a Diversion Officer Supervisor that performs supervisory duties over employees engaged in assessing, counseling, monitoring, and providing case management to clients involved in Diversion Programs. The Diversion/Criminal Justice Officer is distinguished from an Associate Probation Officer that performs standard 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. The Diversion/Criminal Justice Officer is distinguished from the Social Case Worker that performs standard performance professional level social case work for the Denver Department of Human Services.

### Level of Supervision Exercised

By position, performs lead work.

### Essential Duties

Conducts an assessment interview using various assessment tools to appraise and interpret a client's risk factors and needs such as alcohol/drug use, anger, depression, suicidal ideation, thought disturbance, criminal behavior/delinquency, employment/educational needs, and relationships with family, friends, or other support systems; evaluates a client's resiliency factors and strengths; and recommends corrective actions, classes, activities, and/or other appropriate services/resources.

Develops an individual program plan/contract with a client including attending support/prevention groups and/or cognitive/behavioral classes, counseling, employment preparation, participating in community service activities, and/or referring client to community agencies that meet particular individual needs and establishes goals with time lines for completing specific conditions.

Monitors and verifies clients have completed agreed upon goals/activities, meets with clients, family members/guardians, school staff, and/or other services providers to discuss progress, problems, and solutions, and recommends corrective action for clients in non-compliance.

Prepares reports including recommendations for sentencing and treatment, recommends action(s) to be taken for a client's failure to complete requirements, notifies the courts when a client is not complying with court ordered requirements, and testifies in court as needed.

Serves on committees in order to discuss issues and recommend changes to improve services/facilities for youth/clients and coordinates and attends meetings with community based partners/groups, city personnel, and other governmental agencies for the purpose of youth/client prevention efforts.

Prepares and conducts various cognitive/behavioral classes, facilitates groups, and develops the curriculum for individual groups and classes.

Maintains client files and records consistent with departmental policies and local, state, and federal rules and regulations.

By position, utilizes methods, techniques, and approaches to the delivery of care that are consistent with the age group, developmental skills, and mental health issues of the client and in conformance with a specific care plan tailored to the unique issues/needs of each client.

By position, assesses restitution for clients to pay to victims and ensures restitution payments are made to victims according to an agreement/contract.

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.

### **Competencies**

**Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Influencing/Negotiating** - Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

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

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**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.

**Written Communication** - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Knowledge & Skills**

Knowledge of interviewing techniques sufficient to be able to elicit information.

Knowledge of the theories and practices of counseling and case management such as Stages of Change and Motivational Interviewing sufficient to be able to perform the duties related to the work assignment.

Knowledge of evidence of inclusion and principles of client confidentiality.

Skill in calming and reassuring clients in order to engage them in a therapeutic relationship, the reentry process/services, and in motivating and empowering clients to self-monitor and self-manage.

Skill in demonstrating client advocacy practices and maintaining appropriate personal and professional boundaries with clients.

### **Education Requirement**

Bachelor's Degree in Psychology, Sociology, Human Services, Criminal Justice, or a related field.

**Experience Requirement**

One (1) year of experience in performing case management including completing comprehensive needs assessments and developing and implementing case plans. Or one (1) year of experience in case work and counseling in areas such as Diversion, Probation, alcohol and drug abuse, community based treatment case management, or a closely related area.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires eligibility to possess a Certified Addictions Counselor (CAC) certificate or an Alcohol and Drug Evaluation Specialist (ADES) Certification from the State of Colorado at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Handles inter-personal, client related emergency or crisis situations.

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one's feet in an upright position.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving the nature of sounds by the ear.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Employment Verification

Education Verification

Licenses/Certification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: N-620**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**