**Juvenile Probation Support Staff**

**Evidence-Based Practice**

**Job Description Template**

**Position Summary**

A Juvenile Probation Support Staff performs essential support functions to enable staff to comply with the requirements of the Pennsylvania Juvenile Act, Rules of Juvenile Court Procedure, Principles of Balanced and Restorative Justice, and Juvenile Justice Evidence-Based Practices. The mission and purpose of the Juvenile Act mandates that youth who commit delinquent acts be provided “programs of supervision, care and rehabilitation which provide balanced attention to the protection of the community, the imposition of accountability for offenses committed and the development of competencies to enable children to become responsible and productive members of the community," which fully embrace the principles of Balanced and Restorative Justice. In order to adequately support this mission and purpose, a Juvenile Probation Support Staff needs to possess, develop, and continually refine the following knowledge, skills, and abilities.

**Knowledge, Skills, and Abilities**

1. ***Department Standards and Policies***
2. **Work and Conduct Supports Mission and Goals of the Department/Judiciary**

* Demonstrates personal integrity and abides by the Code of Conduct of the Unified Judicial System
* Follows laws, regulations, and judicial polices/directives, including all requirements for confidential information
* Follows departmental polices
* Demonstrates a willingness to provide necessary supports to reach departmental goals.

1. **Attentive to Departmental Safety Regulations/Policies**

* Follows departmental safety regulations/polices
* Completes required training and properly uses methods for managing a safe office environment for visitors, clients, and co-workers.

1. ***Professional Alliance and Growth***
2. **Communicates Effectively with Departmental Employees, Juvenile Court Personnel, Juvenile Offenders and Families, Victims, and all External Stakeholders.**

* Is authentic, attentive, and articulates effectively when communicating with others
* Is confident, respectful, and professional in all interactions
* Written and verbal communications are purposeful, ~~and~~ timely and accurate
* Accepts responsibility, is responsive to suggestions and demonstrates the ability to be flexible, making appropriate adjustments when necessary

1. **Works Collaboratively with Workgroups/Teams/Committees**

* Fosters cooperation and collaboration
* Works collaboratively with others to prevent or resolve conflicts by gathering relevant information and evaluating alternatives, before making a decision
* Willing to accept new duties
* Volunteers and actively participates in committees/workgroups

1. **Seeks Opportunities for Professional Development**

* Completes required training
* Willingly participates in training to address needs identified through audits, ~~/formal~~ observations, supervisor feedback, and personnel evaluations
* Seeks professional advancement

1. ***Competencies***
2. **General Competencies**

* General knowledge of Pennsylvania Juvenile Justice System
* Working knowledge of county court system

1. **Office Skills & Competencies**

* Utilizes legal recordkeeping practices and procedures
* Utilizes basic legal, medical, and related technical terminology and processes
* Utilizes basic computer and internet skills

1. **Specific Competencies** (Competencies specific to responsibilities of position)

* [Utilization of Court-related case management and information technology systems]
* [Utilization of basic accounting and budgeting principles]
* [Utilization of contemporary Human Resources practices]
* [Example #4:]
* [Example #5]

**Examples of Work Performed**

* Entry of case data into PaJCMS and CPCMS
* Preparation of Juvenile Court notices and correspondence
* Preparation of Juvenile Court reports
* Preparation of administrative reports
* Preparation of statistical and management reports
* Preparation and maintenance of restitution records and reports
* Preparation and maintenance of payroll records
* Preparation and maintenance of personnel records
* Preparation and maintenance of staff training records
* Management of workman’s compensation requirements
* Management of Accounts Payable
* Preparation and management of budget commensurate with level of responsibility
* Processing/reviewing documentation for accuracy and timeliness
* Researching missing/incomplete/inaccurate information
* Copying, sorting and filing materials, documents and correspondence in a timely manner
* Organize meetings, scheduling, create reports, handle correspondence
* Typing and data entry (prepare and distribute lists, transcription, proofreading)
* Other duties as assigned

**Education, Experience, Certifications, and Professional Development**

* Minimum requirement for employment as a Juvenile Probation Administrative Assistant is a high school degree or its equivalent and six months experience in an office or court setting; or any equivalent experience or training which provides the required knowledge, skills and abilities.
* Prior to employment will be required to obtain and keep current Child Abuse Clearance, and Pennsylvania State Police and Federal Bureau of Investigation Criminal Background Checks
* Participation in ongoing training as required to maintain proficiency in the skill necessary to perform the requirements of the position