



## **JUVENILE PROGRAM SUPERVISOR**

**Classification #: 230**

**FLSA: Exempt**

**EEOC: 02**

### **GENERAL STATEMENT OF DUTIES:**

Under general direction, to plan, manage, evaluate and participate in program development and supervision of staff in the development and implementation of a specialized program or programs; to direct, coordinate, facilitate and participate in the activities of assigned program(s); to supervise program staff; to develop, plan and evaluate the administrative and fiscal systems, policies and procedures of assigned program areas; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS:**

The Program Supervisor is responsible for supervising staff and all aspects of the implementation of programs and services to achieve the desired department or program outcomes with a broad range in scope. Duties generally include administering budgeted funds, grants and contracts for service, policy development and implementation, personnel management, development, coordination and evaluation of the program, and participation in the more complex aspects of the work. Incumbents possess technical and professional skills relating to the program, as well as the management skills necessary to administer juvenile justice programs and services.

### **SUPERVISION RECEIVED:**

Works under the general supervision of the deputy director who assigns work, establishes goals, and reviews the results obtained for overall effectiveness through the analysis of performance, reports, outcomes and conferences.

### **SUPERVISION EXERCISED:**

Exercises full supervision over employees, student interns, and volunteers; participates in interviews and makes recommendations to director of new hires, provides training, coaches, evaluates performance, responds to grievances, takes disciplinary action, and recommends personnel actions.

### **EXAMPLES OF DUTIES:** (Duties may include, but are not limited to the following)

1. Establishes and ensures program goals and objectives are carried out and met; ensures juveniles receive evidence based program services; and ensures the safety and security of all juveniles in all on site programs and secure facilities.
2. Assists in the preparation of the annual budget for assigned programs; approves all expenditures; monitors labor utilization; makes expenditure recommendations; monitors revenue, accounts receivable, and receipt of contracts.

3. Monitors program staffing needs, scheduling and coverage; provides training, orientation, feedback, coaching and counsel regarding job performance to staff; approves leave usage, ensures labor management contract compliance.
4. Writes, reviews, and submits for approval program policies and procedures; works closely with other Juvenile Department Management; meets regularly with staff to develop, coordinate, evaluate and discuss operation of assigned programs; communicates policy and procedures to all staff; and oversees the training of new employees and assists in developing ongoing training programs for all staff.
5. Confers with other counties on policies as they affect the youth from that county and on the status of juveniles from that county; confers regularly with deputy director on general operations of facility and program policy.
6. Prepares and submits reports as necessary or requested by supervisor, other county departments or courts; exhibits clear communication both verbally and in writing; maintains confidentiality.
7. Provides leadership in the areas of agency change to general practices, initiatives, philosophy, policy and procedure, coordination of service delivery in the community and utilization of agency and community resources. Analyzes program outcomes and implements evidenced based practices, programs and principles to achieve desired outcomes. Motivates and supports staff to make changes necessary for timely implementation of evidenced based practices, programs and principles and department initiatives.
8. Represents the Juvenile Department internally to the County, the Court, the District Attorney, and two unions and externally in the community on committees, task forces, and policy boards when directed or as needed.
9. Promotes community education of juvenile delinquency, and best practices, maintains public relations through contacts with schools, DHS, OYA, police and other public agency personnel.
10. Addresses and monitors safety and security issues related to staff and/or the facility; coordinates facility licensing and safety inspections as required; coordinates vehicle maintenance and safety inspections; follows department and program policies and procedures.
11. Develops and maintains effective working relationships with the public, agency partners, staff and other employees of Juvenile Department. Confers with juvenile counselors, probation officers or other appropriate staff on individual problems of juveniles, confers with parents of juveniles regarding adjustments of their children and pertinent problems; and works to provide good customer services through prompt addressing of individual customer complaints or issues.
12. Works with crime victims by responding to their concerns and helping them understand and exercise their rights.
13. Responds to emergency situations and interacts to diffuse aggressive situations.

14. Provides for the maintenance of the program(s) facility; contacts appropriate department staff regarding repair of problem areas.
15. Coordinates, arranges and attends quarterly and annual staff training as required on physical restraint, CPR, First Aid and other necessary training.
16. Compiles and analyzes statistical data; develops program reports. Conducts long-range planning for program; develops proposals; develops, reviews, and monitors internal and external programming linked to program.
17. Consults regarding juvenile referrals; consults with staff and determines approach for program to meet client needs and background.
18. Ensures program is in compliance with OSHA and other state and federal program requirements. Reviews, assesses and arranges for maintenance of program facility.
19. Coordinates and arranges program inventory.
20. May work varied hours in order to observe work performance of staff on various shifts; and may be on call after hours on a rotating basis for programs within the Juvenile Department.
21. Investigates allegations of youth/staff abuse, staff misconduct, assault, suicide attempts and other sensitive issues. Participates in any "Significant Incident Review" process involving program juveniles.
22. Implements requirements of the Prison Rape Elimination Act.
23. Participates in scheduled training; attends meetings; represents the department on committees, task forces, advisory groups, policy boards, etc. as assigned.

## **RECRUITING REQUIREMENTS**

### **KNOWLEDGE, SKILLS AND ABILITY:**

**Thorough knowledge of:** juvenile behavior issues, adolescent development and current evidence based methods of intervention and treatment, skill development, risk reduction, and pro-social behavior change; juvenile law, group behavior and group treatment methodology; juvenile court and youth delinquency laws of the state; and OSHA and BOLI rules, laws, and standards.

**Skill in:** providing leadership by example and through coaching and motivating employees; preparing and maintaining a budget; operating a computer based on the position's requirements.

**Ability to:** supervise employees and lead for optimum performance; effectively communicate in both oral and written form; prepare clear and concise reports; compile and analyze statistical information; develop and implement policies and procedures; teach technical aspects of program; establish and maintain effective, professional, and collaborative working relationships with staff, the public, clients, and other agencies; diffuse conflict.

**EXPERIENCE AND TRAINING:**

1. Four (4) year college degree with major course work in social work, sociology, psychology or criminal justice or a closely related field; AND
2. Four (4) years of experience working with youth in juvenile justice or related field that includes (2) years in the specific specialty field for which we are recruiting (i.e. alternative programs, counseling, probation); AND
3. Two (2) years supervisory experience in an equivalent program or four (4) years lead worker experience in an equivalent program (may be concurrent with above experience); OR
4. Any satisfactory equivalent combination of education, training and/or experience relevant to the position.

**NECESSARY SPECIAL REQUIREMENTS:**

1. Must possess, or obtain within 30 days of hire, a class C Oregon driver's license. Must possess, at time of hire, and maintain an acceptable driver's record.
2. Must pass a criminal history background investigation; however, conviction of a crime may not necessarily disqualify an individual for this classification.
3. Possession of, or obtain within 60 days of hire, a current CPR and Basic First Aid certification.
4. May be required to pass a pre-employment drug screen.
5. Supervisor position for the counseling program may require a LCSW (Licensed Clinical Social Worker) in Oregon.

ADOPTED: 5/96

REVISED: 11/01, 08/04, 8/10, 3/11

MR 11/04, 8/10