

Job Description

Job Title: Supervisory United States Probation Officer (CL-30)
Internal Job Title: Supervising United States Probation Officer
Occupational Group: Professional Line

Job Summary

The position is located in the United States Probation Office in the U.S. District Court for the District of Columbia. The Supervisory Probation Officer is responsible for the quantity and quality of all probation services provided by a unit of five or more probation officers and/or other duties as assigned.

Representative Duties

Assigns and schedules all investigative and case supervision work to officers in the unit.

Reviews and evaluates all work in a unit, which may include presentence investigation reports, case records, and correspondence to ensure maintenance of service delivery and adherence to existing policies, procedures, and guidelines.

Confers regularly with probation officers, providing direction and assistance to the officers toward improving investigative, supervision, and writing skills. Assists probation officers in meeting the needs of clients with complex problems and circumstances; provides leadership in the development of sentencing alternatives, utilization of community resources, and the application of professionally sound case management principles.

Assures continued staff development by planning and implementing orientation and in-service training, holding individual staff conferences, and increasing levels of responsibility in assignments.

Assumes the responsibility for handling emergency situations arising with caseloads or presentence investigations in the absence of probation officers. Supervisory U.S. Probation Officers are expected to be present and available to their officers, senior managers, and the Court to provide guidance and assistance. While managers may participate in the office's flexible work schedule program, Supervisory U.S. Probation Officers are generally expected to work Monday through Friday, 8:30 a.m. to 5:00 p.m.

Conducts unit meetings to identify performance and operational problems and to develop appropriate solutions.

Evaluates the performance of probation officers in the unit on a systematic and regular basis.

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Responsible for maintaining an atmosphere for staff utilization of management personnel and resources, staff relationships and morale within the unit, and for encouraging loyalty and enthusiasm.

Collaborates with the Chief and Deputy Chief Probation Officers and other administrative staff toward the development of programs and policies to increase the effectiveness of the office.

Supervises field travel to include review and approval of all travel vouchers of officers in the unit.

Acts as a liaison with management, sharing line input, and advising and implementing office policy decisions.

The incumbent must supervise at least one employee at the CL-29 level.

Performs related duties as required by the Chief and Deputy Chief Probation Officers.

Factor 1 - Required Competencies (Knowledge, Skills, and Abilities)

Probation, Pretrial Services, and Law Enforcement

- Possess a thorough knowledge of the following: the criminal justice system; federal probation and parole legal requirements, policies and procedures; sentencing guidelines and applicable case law; investigative and supervision techniques; and the roles, responsibilities, and relationships among the federal courts, U.S. Parole Commission, and the Federal Bureau of Prisons.
- Possess the ability to work with law enforcement agencies at different governmental levels, community service providers, and other courts, and skill in applying various statutes and implementing regulations.
- Ability to organize, prioritize work schedule, work independently with little or no supervision, and to exercise discretion. Ability to work under pressure.
- Ability to perform all the duties/responsibilities required of the personnel directly supervised; develop or accept recommendations from subordinates to increase productivity or quality; keep subordinates informed of the policies and procedures of the organization as a whole; assure equity among subordinate units in terms of performance

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standards, rating techniques of employees, and work performed; recommend or advise superiors on proposed changes to enhance the overall capability/productivity of the total organization; assist with employee problems when possible, and effecting disciplinary actions when required.

- Possess demonstrated experience and temperament supervising a variety of cases and making required judgements to balance the responsibilities of executing the court's orders, protecting the public, and addressing the needs of those under supervision.

Judgment and Ethics

Knowledge of, and compliance with, the *Code of Conduct for Judicial Employees* and Court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Work and Oral Communication/Interaction

Skill in communicating (orally and in writing) and working with judges, attorneys, other law enforcement agencies, correctional agencies, and subordinates. Ability to interact and communicate effectively (orally and in writing) with people of diverse backgrounds, including law enforcement and collateral agency personnel at different government levels, vendors, and offenders/defendants. Ability to interview and establish rapport with contacts at collateral agencies, offenders/defendants and their families/support systems, and others for the purpose of supervision and investigation.

Information Technology and Automation

Skill in the use of automated equipment including mobile devices, word processing, spreadsheet, and database applications, and various other types of software. Ability to utilize computer software and automated systems to perform record checks, record urinalysis results, compile criminal history information, and similar activities. Skill in interpreting and analyzing data from a variety of investigative databases.

Thorough understanding of PACTS and ability to use PACTS reports and data to analyze and guide the work of officers. Able to use PACTS data to assess trends and ensure evidence-based practices. Serve as officers' primary point of contact for PACTS instruction and the primary advocate for the full usage of all modules.

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Factor 2 - Primary Job Focus and Scope

The primary focus of the job is to supervise a unit of officers and others; deal with others in person-to-person work relationships; exercise mature judgment; utilize basic concepts, principles, and theories of management; and implement managerial policies applicable to the Probation Office.

Factor 3 - Complexity and Decision Making

The job involves making independent decisions within the context of professional standards, broad policies, and general goals. Probation officers at this level must have the ability to supervise subordinates, as well as perform the work of those supervised.

Factor 4A - Interactions with Judiciary Contacts

The primary judiciary contacts are other probation/pretrial services staff, judicial officers, and staff of other Court units.

Factor 4B - Interactions with External Contacts

The primary external contacts are offenders/defendants and their families, other government agencies, U.S. Attorney's Office, U.S. Marshal's Service, Bureau of Prisons, U.S. Parole Commission, attorneys, public safety/law enforcement officials, treatment providers, victims, and other members of the community.

Factor 5 - Work Environment and Physical Demands

Work is performed in an office setting and in the community. Work hours may vary to include nights and weekends, as well as official travel. Work requires regular contact with persons who have violent backgrounds. These contacts may be made in both generally controlled office settings as well as in field situations (such as uncontrolled and unsafe neighborhoods and environments where illegal activities and violence may occur).