



CLASSIFICATION NO. 205
Established: 9/97
Revised/Retitled: 7/06, 12/09
FLSA: Exempt
EEO: 2

JUVENILE SERVICES PROGRAM COORDINATOR

CLASS CHARACTERISTICS

Under general supervision, to plan, organize and coordinate activities, budgets, and staff of the Juvenile Department programs; to perform advanced professional social casework in assessing, investigating, counseling, placing and supervising potential, alleged or adjudicated juvenile offenders; to research, develop and recommend policies and procedures; to coordinate multiple juvenile department programs and services; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Juvenile Department provides prevention and early intervention services to at-risk youth, as well as case management for youth who have been referred to the department for delinquent behavior.

The Juvenile Services Program Coordinator is an advanced level professional responsible for coordination of staff and resources for Juvenile Department programs. This classification is responsible for planning and reviewing the work of assigned staff, preparing budgets and grants for department and programs, developing and implementing department policies and procedures, managing complex or sensitive caseloads, coordinating multiple juvenile department programs and services, and acting as representative for the department director on various committees and task forces.

Juvenile Services Program Coordinator differs from the Human Services Coordinator 2 that does not have full independent responsibility for developing programs and policies, and for leading the work of professional staff including HSC staff. It also differs from the Juvenile Counselor 2 who manages a social caseload within the County Juvenile Department, but has no leadwork, program coordination and/or limited policy development responsibilities.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Leads the work of assigned administrative and professional staff; plans, assigns, and reviews work; provides case consultation for staff; assists in performance evaluations; recommends disciplinary action.
2. Plans, coordinates, and oversees multiple juvenile department programs and services; analyzes best practices, trends and regulations to determine impact on juvenile programs and services; coordinates educational efforts, training and resources for staff, family members, youth and volunteers.

3. Prepares and develops budgets and grant proposals; manages budget/grant fund and authorizes limited program expenditures; researches grant opportunities; gathers and compiles data and prepares reports.
4. Participates as a team member of multiple juvenile department teams; leads professional staff in creating effective programs, building consensus and strong team units; serves as consultant to staff regarding best practices and regulations for program(s) and service delivery.
5. Researches, develops, recommends and implements comprehensive standards, policies, procedures and manuals to Juvenile Department Director; provides direction to and coordinates with staff on complex technical or procedural issues.
6. Serves and chairs community and state partner committees as a representative for Department Director and department; speaks before community and civic groups on Juvenile Department programs and activities.
7. Directs client work in relationship to program services, and assessing client needs, responsibilities and readiness for services; provides direct service delivery to youth, families and victims; conducts comprehensive assessments of behavioral and complex emotional needs of clients; manages resolutions and successful outcomes.
8. Evaluates program services; implements and directs program changes; conducts process and outcome evaluations; develops performance measures.
9. Develops and coordinates resources with other County, State, and community coordinators to provide resources for youth and family.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Criminal law; juvenile law; juvenile court policies and procedures; rules and regulations regarding juvenile detention and probation; behavior and adjustment problems of juvenile offenders and methods of treatment; case management; principles and practices of psychology as they relate to child and adolescent development and family structures; methods and techniques used in individual and family counseling; program development, implementation and evaluation.

Working knowledge of: Basic techniques of supervision; principles and techniques of budget and grant preparation and administration; process and outcome evaluations; public speaking techniques.

Skill to: Plan, coordinate and evaluate a juvenile program(s); plan, coordinate and lead assigned staff; effectively develop and utilize available staff, program, and community resources; identify, recommend and implement program improvements; identify and evaluate program performance measures; effectively deal with volatile persons and resolve conflicts; direct staff in continuous efforts to improve quality, productivity, and effectiveness; develop creative strategies to respond to unusual or complex situations, program issues, or case management problems; communicate effectively, both orally and in writing; assess the needs of juveniles and provide appropriate service plans; maintain discipline and orderly conduct, including handling unruly juveniles; understand and apply state laws, rules and regulations and

department policies and procedures; provide articulate and informative public speaking and court room presentations, and make appropriate recommendations; maintain accurate case or program records and prepare legal documents; establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS

Occasional interactions with juveniles that may involve physical contact and/or exposure to hostile attitudes.

May be required to participate in 24 hours/day emergency program services.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of five (5) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:

The following licensure/certifications are required at the time of hire.

- Some positions require possession of Certification as an Alcohol and Drug Counselor 1.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass an extensive background investigation including national fingerprint records check.

Must pass a pre-employment drug test.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.