



CLASSIFICATION NO. 190
Established: 5/23
FLSA: 2
EEO: Exempt

JUVENILE DIVISION MANAGER

CLASS CHARACTERISTICS

Under general direction, to plan, organize, direct and manage the activities, programs and personnel of a Division within the Juvenile Department; 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 Division Manager is responsible for planning, oversight, evaluation and provision of services of a division within the Juvenile Department. Incumbents are responsible for program and policy development, quality assurance, evaluation of service delivery, coordination with outside agencies, and ensuring that program operations are conducted in accordance with legal statutes and requirements. Positions at this level supervise division programs and operations through subordinate supervisory and/or lead personnel.

The Juvenile Division Manager differs from the Assistant Juvenile Department Director which is responsible for the day to day oversight and management of the Juvenile Department and may act on behalf of the Juvenile Department Director. The Juvenile Division Manager also differs from the Juvenile Department Supervisor which is responsible for supervision of staff and resources for Juvenile Department programs but does not have responsibility for managing the operations of a division of the Juvenile Department.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Plans, assigns and directs the activities of a division within the Juvenile department; develops work plans, allocates resources and develops schedules to accomplish program goals; forecasts personnel and funding requirements; develops new programs/projects to respond to human service needs.
2. Hires and directs supervisory, professional, and paraprofessional staff to provide quality service to citizens and County staff; prepares performance evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other County departments.

3. Oversees, coordinates and implements programs within the Juvenile department; manages and participates in the development and implementation of goals, objectives, policies, and protocols for assigned programs; recommends policies and procedures; plan and coordinate program activities and services to ensure the safety and protection of youth, families, and staff.
4. Monitors and evaluates program effectiveness in meeting established objectives; develops quality assurance standards and implements review process; responds to client complaints and appeals of decisions made by subordinates.
5. Conducts a variety of organizational studies, investigations and operational studies; respond to and resolve difficult and inquiries from community members; and recommends modifications to programs, policies and procedures as appropriate.
6. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels; reviews and analyzes the operations of service providers; recommends changes as appropriate to ensure adequate delivery of services.
7. Interprets and applies provisions of laws, rules, ordinances and regulations governing the administration and management of program areas; develops and implements program policies, procedures and guidelines within department and legal standards; reviews, interprets and clarifies relevant statutes, regulations and department policies.
8. Provides direction to staff on complex technical or procedural issues; sets case load limits, assigns cases and reviews case files; makes or reviews decisions on difficult case problems; sets spending limits per client and reviews expenditures authorized by subordinates.
9. Participates in preparing and updating budgets and grant proposals; manages budget/grant funds and authorizes/reviews contract payments and program expenditures; develops proposals for additional funding and personnel; gathers and compiles data and prepares reports.
10. Serves as the liaison for assigned Juvenile Department division with the Juvenile Department, other County Departments, and other community and governmental agencies; conducts public relations and outreach activities; promotes services and consistent application of policies and regulations; staffs advisory councils, task forces and committees.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Oregon Juvenile Code, including juvenile court processes and procedures; Federal, State, and local policies, laws, and regulations related to the juvenile justice system; theories, concepts, principles and practices of juvenile services program development and administration; participative management theories; case management methods and techniques; principles and practices of psychology as they relate to child and adolescent development and family structures; community resources and facilities available for the diagnosis and treatment of youth; best practices in the field of juvenile justice interventions and treatment; principles and practices of public administration and personnel management.

Working knowledge of: Principles and practices of budget preparation and administration; program development, implementation and evaluation practices; administration of contracts, grants and grant reporting methods.

Skill to: Plan and coordinate a division of the Juvenile Department and assigned staff; communicate effectively, both orally and in writing; operate computer software and other office equipment; research and interpret statutes, regulations and rules; develop policies and procedures; prepare written reports, studies, and memorandums for both internal and external stakeholders, gather, evaluate and interpret data; direct staff in continuous efforts to improve quality productivity and effectiveness; incorporate team participation in decision making; evaluate effectiveness of service delivery methods and techniques in meeting program goals; establish and maintain effective working relationships with community-based, private and government agencies, law enforcement and court personnel, County employees, and the public; prepare and deliver oral presentations before public groups.

WORKING CONDITIONS

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

Participation in Defensive Tactics training and its use involve controlled defensive and offensive body movements including standing, twisting, bending, balancing, pushing, swinging, blocking, parrying and striking.

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 seven (7) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None required.

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.