



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

PROBATION PAROLE OFFICER

Class Title	Class Code	Pay Band	Alt Pay Band*
Probation Parole Officer I	G10901	60	65
Probation Parole Officer II	G10902	65	70

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Probation and Parole Officers are responsible for the supervision and performance monitoring of convicted misdemeanor and felony offenders in the community on behalf of the Courts and the Parole Board. Perform a variety of routine duties that range from law enforcement responses, community resource management and referral, courtroom testimony, reporting writing and investigation as well as advocating for offender services, employment and housing. Serve and support offenders and families in a responsive community-based system of care that is client-centered, family-focused, and culturally competent. Offender supervision duties include utilization of intermediate and graduated sanctions to include arrest authority for the purpose of reducing criminal activity and enhancing public safety.

Nature of Work

Manage caseloads, monitoring compliance with court orders, with conditions of probation/parole and conditions of court orders, as well as transportation of clients. Facilitate team triage meetings with mental health professionals as to determine the most appropriate behavior health treatment for probation and parole clients and families. Provide intervention strategies to Probation and Parole as alternative to court petitioning and action. Develop specialized supervision and treatment plans for offenders with special needs. Investigates compiles and evaluates information in the development of a pre-sentence report on behalf of the courts. Completes Criminal Risk Assessments to determine level of supervision. Provides referral to community resources and treatment. Investigates parole plans, requests for clemency and pardons, early discharge from supervision, parole and probation violations, and Immigration (ICE) detainees. Conducts face-to-face contacts with the offenders, in the offender's environment and in an office setting. Reports compliance and non-compliance to the Courts and Parole Board. Testifies as an expert witness in various legal proceedings. Participates in joint multi-jurisdictional law enforcement operations related to offenders (absconders/fugitives) under Department jurisdiction.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

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Probation Parole Officer I

This is the full performance level where incumbents perform a variety of professional probation and parole duties involving the supervision of probationers, parolees and offenders or inmates in pre-entry programs. Some responsibility may also be assigned for providing training and guidance to others in completing various routine assignments.

Recommended Education and Experience for Full Performance

A Bachelor's Degree from an accredited college or university in sociology, psychology, Criminal Justice or related field as it pertains to the essential duties and responsibilities of the classification. Any combination of education from an accredited college or university and experience in behavioral case management, commissioned or non-commissioned law enforcement, military law enforcement or as a Probation Officer of the Courts, Disciplinary Hearing Officer, Administrative Law Judge or Adult or Juvenile Correctional Officer totaling two (2) years may substitute for the required education.

Minimum Qualifications

Associate Degree from an accredited college or university in Sociology, Psychology, Criminal Justice or related field as it pertains to the essential duties and responsibilities of the classification. Any combination of education from an accredited college or university and experience in behavioral case management, commissioned or non-commissioned law enforcement, military law enforcement or as a Probation Officer of the Courts, Disciplinary Hearing Officer, Administrative Law Judge or Adult or Juvenile Correctional Officer totaling two (2) years may substitute for the required education.

Probation Parole Officer II

This is the specialist level where incumbents serve as a subject matter expert in a specific area of evidence based practice such as motivational interviewing, assessment or transition planning; provide direct cognitive programming to an offender population; has special assignment of higher risk activities, caseload of higher risk offenders, has achieved specialized training or expertise in an area of value to the agency. Incumbents may have responsibility to represent the agency at meetings, on special task force initiatives and make presentations to outside agencies.

Recommended Education and Experience for Full Performance

A Bachelor's Degree from an accredited college or university in sociology, psychology, Criminal Justice or related field as it pertains to the essential duties and responsibilities of the classification and two (2) years of experience as a Probation and Parole Officer I, commissioned or non-commissioned law enforcement officer, to include behavioral case management. Any combination of education from an accredited college or university and experience in behavioral case management, commissioned or non-commissioned law enforcement, military law enforcement or as a Probation & Parole Officer totaling four (4) years, **OR** two (2) years as an Adult Correctional Officer including two (2) years in behavioral case management, will substitute for the required education.

Minimum Qualifications

Associate Degree from an accredited college or university in Sociology, Psychology, Criminal Justice or related field as it pertains to the essential duties and responsibilities of the classification and two (2) years of experience as a Probation and Parole Officer I, commissioned or non-commissioned law enforcement officer, to include behavioral case management. Any

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combination of education from an accredited college or university and experience in behavioral case management, commissioned or non-commissioned law enforcement, military law enforcement or as a Probation & Parole Officer totaling four (4) years, **OR** two (2) years as an Adult Correctional Officer including two (2) years in behavioral case management, will substitute for the required education.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Psychology — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Therapy and Counseling — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

Sociology and Anthropology — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Skills

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Speaking — Talking to others to convey information effectively.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations

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to make improvements or take corrective action.

Coordination — Adjusting actions in relation to others' actions.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Negotiation — Bringing others together and trying to reconcile differences.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Statutory Requirements

- Assignment as a Probation Parole Officer at NMCD must adhere to the following:
- At the time of their appointment, be citizens of the United States.
- At the time of their appointment, have reached the age of majority.
- Be of good moral character and not have been convicted of a felony or any crime of moral turpitude in the courts of this or any other state or in the federal courts.
- Subject to a drug test as a condition of employment and on-going random drug testing as a condition of assignment to a safety sensitive position.
- Successful completion of the NM Dept. Of Corrections Basic Probation and Parole Officers Certification Training within twelve months of hire and annual re-certification.
- Maintenance of skills in self-defense, handcuffing, baton, and chemical agents and annual re-certification.

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions,* and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

- Incumbents must have a home telephone and must be willing to give this phone number to the Director of Field Services.
- Incumbents must possess and maintain a valid drivers license at all times.
- Incumbents must be willing to be frequently on-call 24 hours a day. Work is in an office setting, client's homes, and institutions.
- Incumbents must be willing to travel, and be willing to work shifts, holidays, and weekends and call back for emergencies.
- Incumbents must be willing to work with offenders that have high-risk behaviors, needing intervention and/or services.
- Incumbents must be willing to work with potential risk from offenders who are possibly under the influence of drugs or alcohol, or otherwise distressed.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

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Established: 06/01/2007 **Revised:** 7/31/2015 (min quals change); 1/30/18 (min quals);
4/2/2019; (Min quals changes to I & II); 2/28/20 (MQ Change)

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.