



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

PROBATION PAROLE OFFICER SUPERVISOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Probation Parole Officer Supervisor	G1090S	70	75

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

Purpose

Devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees**, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants and conducting training of personnel. Probation and Parole Officer Supervisors 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

The Probation Parole Officer Supervisor devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees and manages caseloads, monitors compliance with court orders, with conditions of probation/parole and conditions of court orders, as well as transportation of clients. Facilitates team triage meetings with mental health professionals to determine the most appropriate behavior health treatment for probation and parole clients and families. Provides intervention strategies to Probation and Parole as alternative to court petitioning and action. Develops 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) detainers. 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.

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Distinguishing Characteristics

The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.
- Makes point of view in a clear and convincing manner.
- Listens effectively and clarifies information as needed.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- Writes in a clear and concise manner.
- Develops networks and builds alliance; collaborates across boundaries to build strategic relationships and achieve common goals.
- Builds and manages workforce based on organizational goals, budget considerations, and staffing needs
- Ensures that employees are appropriately recruited, selected, and appraised; addresses performance issues.
- Keeps up to date on occupationally specific technological developments; makes effective use of technology to achieve results.
- 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, corrections, guidance and counseling, social work, police science or criminal justice and five (5) years of experience as a Probation-Parole Officer, two (2) years of which must be supervisory.

Minimum Qualifications

Bachelor's degree from an accredited college or university in sociology, psychology, corrections, guidance and counseling, social work, police science or criminal justice and three (3) years of experience as a Probation-Parole Officer. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling seven (7) years may substitute for the required education and experience.

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.*

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Knowledge

Leadership - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; Being cognizant of subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

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

Leadership - Displaying attributes that makes employees willing to follow; applying effort to increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

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.

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Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations 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 in Juvenile Justice Division must be in accordance to **32A-2-2** NMSA Annotated 1978, Juvenile Probation and Parole Services.
- 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 driver's 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: Exempt.

Bargaining Unit: Not covered

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Established: 04/27/2012

Revised: 1/30/18 (min quals)

***Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*

****Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation. Not to be construed as minimum qualifications.*

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.