

**POSITION DESCRIPTION
COUNTY OF ELKHART, INDIANA**

POSITION: Quality Assurance and Training Coordinator
(Probation Officer/Sp)
DEPARTMENT: Elkhart County Judiciary-Court Services
WORK SCHEDULE: 8:00 a.m. - 4:00 p.m., M-F
JOB CATEGORY: Judicial Conference of Indiana- Salary Schedule for Probation Officers

DATE WRITTEN: May 2020

STATUS: Full-time

DATE REVISED: December 2021

FLSA STATUS: Non-Exempt

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Elkhart County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Quality Assurance and Training Coordinator for Elkhart County Court Services, responsible for planning/preparing/facilitating training, maintaining training database, and monitoring staff actions and offender programs.

DUTIES:

Plans, prepares, and facilitates Probation Division training, including identifying training needs, recommending/developing training programs, and ensuring assigned staff receive mandated and regulatory training programs that meet Department and State standards. Coordinates, supervises, and conducts in-house training programs with research-supported practices.

Supervises development and maintenance of training database and documents Probation personnel training/education, ensuring compliance with State mandates and requirements.

Monitors staff actions and offender programming to identify discrepancies or fidelity issues, and coaches or retrains officers with best practices and Department models.

Analyzes and evaluates departmental training programs and efforts to determine effectiveness and updates/changes programs in response to changing trends, State regulatory mandates, and Department training objectives.

Evaluates and audits probation officer caseloads and risk assessment tools to ensure appropriate supervision of probationers.

Evaluates all evidence-based programs and services to ensure probation officers adhere to Department models.

Evaluates outcome evidence from programs implemented by agencies/service provided under probation supervision.

Serves as Chair for the Continuous Quality Improvement Committee.

Performs related duties as assigned.

I. JOB REQUIREMENTS:

Baccalaureate degree in criminal justice, behavioral sciences, social work or a related field with minimum five (5) years of work-related experience as a probation officer, including two years' experience in a supervisory position.

Must be at least 21 years of age.

Possession of and ability to maintain a certification in Cognitive Behavioral Intervention techniques. Possession of or ability to obtain within six months of employment certifications as Probation Officer, and in Indiana Risk Assessment or Indiana Youth Assessment System. Ability to attend State orientation program within one year of employment.

Ability to meet all departmental hiring requirements, including passage of a drug test.

Through knowledge of current training programs and ability to develop and direct training of department personnel.

Practical knowledge of and ability to make practical application of current developments, theories, and trends in behavior and supervision of probationers.

Practical knowledge of standard policies and practices of County Court services and the Judiciary with ability to accurately complete required legal reports, make recommendations to the court, and apply and adapt procedures as cases demand.

Working knowledge of Department bloodborne pathogen exposure reporting procedures, and ability to protect oneself from contracting infectious diseases by avoiding high risk environments and by having knowledge of and utilizing universal health precautions.

Working knowledge of basic filing systems and ability to create and maintain accurate and complete department files and records.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare and submit detailed reports and assessments.

Ability to properly operate standard office equipment, including computers and other equipment as needed, and to operate a vehicle.

Ability to effectively communicate orally and in writing with co-workers, other County/State/federal departments, probation officers, community agencies/service providers, probationers, and the public including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with hostile/violent persons.

Ability to understand, memorize, retain, and carry out oral or written instructions and present findings in oral or written form.

Ability to work with minimum supervision and with others in a team environment.

Ability to work rapidly for long periods and on several tasks at a time, often under time pressure.

Ability to plan and layout assigned work projects, apply knowledge of people/locations, and prepare detailed reports.

Ability to perform arithmetic operations, such as counting, adding, subtracting, computing, and calculating.

Ability to compare/observe similarities and differences between data, people, or things; analyze/compile/classify/evaluate data; and make data-driven decisions.

Ability to regularly work extended hours and occasionally work evenings and travel out of town for meetings and training, sometimes overnight.

Possession of a valid driver's license and a demonstrated safe driving record.

II. DIFFICULTY OF WORK:

Incumbent performs a broad range of duties involving complex and complicated considerations and problems. Incumbent operates within very general guidelines and rules which require adaptation to address specific cases and circumstances.

III. RESPONSIBILITY:

Incumbent performs duties within general guidelines where desired results are indicated. Incumbent is responsible for addressing unusual problems and/or circumstances and may discuss these with supervisor. Incumbent's decisions have a substantial impact on departmental

operations, and work product is periodically reviewed upon conclusion for soundness of judgment and conformity with departmental standards.

IV. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains communication with co-workers, other County/State/federal departments, probation officers, community agencies/service providers, probationers, and the public for purposes of exchanging information and providing instruction.

Incumbent reports directly to Director.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment and in a vehicle, involving sitting/walking at will, lifting/carrying/pushing/pulling objects weighing under 25 pounds, bending/reaching, crouching/kneeling, handling/grasping/fingering objects, keyboarding, hearing sounds/communication, speaking clearly, and driving. Incumbent is exposed to violent/irate individuals and situations involving potential physical harm to self and others. Universal health/safety precautions must be followed at all times to avoid injury to self and others.

Incumbent regularly works extended hours and occasionally works evenings and travels out of town for meetings and training, sometimes overnight.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Quality Assurance and Training Coordinator for Elkhart County Court Services describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes____ No____

Applicant/Employee signature

Date

Print or Type name