

Hendricks County

Job Description

Title: Department Supervisor: Juvenile Probation Officer

Department: Probation Department

Supervisor(s):

1. Chief Probation Officer
2. Assistant Chief Probation Officer

Hours of Work: 35 hours/week, Monday-Friday

FLSA Status: Non-Exempt

Pay Band: Hendricks County Salary Scale, see attached.

Date Prepared: 6/10/2021

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Role Description:

We are seeking a compassionate and skilled leader to supervise a dedicated team of Juvenile Probation Officers. The ideal candidate will lead with respect, foster professional growth through mentorship, and model ethical, strengths-based supervision. This role emphasizes the use of evidence-based practices to support youth development and public safety. Strong problem-solving, communication, and decision-making skills are essential, along with the ability to create a supportive, accountable environment. Our department believes in every individual's capacity for positive change and is committed to guiding youth toward better choices. The Supervisor will champion that vision with passion while ensuring staff are empowered, trained, and aligned with our mission.

Required Skills (need Day 1 on the job):

Cultivate Trust and Respect: Fosters credibility and professionalism by treating juveniles, families, staff, and partner agencies with fairness, empathy, and

integrity. Builds rapport with youth and their families while upholding court orders and policy, and models respectful behavior for staff and stakeholders.

Decision Making: Exercises sound judgment in complex, high-pressure, or time-sensitive situations, such as detention decisions and diversion planning. Evaluates legal, behavioral, and situational factors to recommend or take appropriate actions aligned with statutory requirements and departmental goals.

Planning and Strategy: Develops effective strategies for supervising probation cases, deploying staff, and coordinating services. Anticipates needs, ensures efficient resource use, and fosters interagency collaboration to improve outcomes for youth and streamline system processes.

Communication: Clearly conveys information in verbal and written form to juveniles, families, court personnel, and other agencies. Ensures timely responses to communications and facilitates accurate, respectful, and effective exchanges across all levels of the justice process.

Confidentiality: Protects sensitive information in compliance with legal and ethical standards. Maintains the privacy of juvenile records, court proceedings, and personal data, ensuring trust and integrity in all case handling and communications.

Case management: Directs and monitors all phases of probation casework, ensuring compliance with court orders, accurate documentation, appropriate referrals, and consistent supervision. Oversees officer caseloads and supports their ability to manage cases effectively.

Interpersonal skills: Demonstrates empathy, patience, and professionalism when working with youth, families, staff, and external partners. Encourages positive relationships and helps resolve conflict while maintaining authority and fairness.

Organizational Skills: Efficiently prioritize, organize, and monitor responsibilities, deadlines, and documentation. Ensure case files, communications, schedules, and systems are maintained accurately and aligned with department and court procedures.

Preferred Skills (*primary focus during Onboarding*):

Leadership: Demonstrates accountability, initiative, and integrity while guiding probation staff and programs. Sets clear expectations, models professional conduct, and fosters a team culture focused on positive outcomes for youth, legal compliance, and collaboration with other agencies.

Influencing and Persuasion: Effectively motivates others to adopt ideas, change behavior, or support initiatives by presenting logical arguments, building consensus, and appealing to shared goals — particularly in promoting rehabilitative options and system improvements for juveniles.

Mentoring: Provides guidance, support, and feedback to help probation officers grow professionally and improve performance. Encourages reflective practice, builds confidence, and helps staff apply sound judgment and best practices in casework and supervision.

Program Development: Designs, implements, or improves programs and processes that support juvenile rehabilitation, reduce recidivism, and increase efficiency. Leverages community partnerships and system data to expand diversion, early intervention, and placement options.

Crisis management: Responds rapidly and effectively to emergencies, including detention decisions, safety threats, or behavioral escalations. Maintains composure under pressure and coordinates with law enforcement, courts, and families to ensure youth and public safety.

Conflict Resolution: Identifies and addresses conflict between youth, families, staff, or agencies in a constructive and impartial manner. De-escalates tense situations and fosters solutions that align with legal, ethical, and departmental standards.

Risk Analysis: Assesses and interprets behavioral, social, and legal factors to determine the appropriate level of supervision and intervention. Applies validated tools (e.g., Indiana Risk Assessment System) to support informed, individualized case planning and public safety.

Motivational Interviewing: Applies structured, client-centered communication strategies to engage youth and families in change. Encourages self-reflection,

builds commitment to goals, and supports behavior change by highlighting the individual's values, strengths, and motivations.

Additional Information:

- A bachelor's degree or higher from an accredited University required by statute and should be obtained prior to starting the job.
- The individual must pass the Probation Officer Certification from the Indiana Office of Court Services within 6 months of employment.
- Indiana Youth Assessment System (I.Y.A.S.) certification from the Indiana Office of Court Services and Incite compliance. To be completed once employment has started.

Indiana Data and Communications System (I.D.A.C.S.) certification from the Indiana State Police. To be completed once employment has started.