

SENIOR PROBATION INTAKE WORKER

DISTINGUISHING FEATURES OF THE CLASS: This is important paraprofessional work in the Probation Department involving providing intake services to enhance the efficiency and appropriateness of service provision. Incumbent is responsible for interviewing individuals to determine eligibility and suitability for filing Family Court petitions, and works closely with families and youth, in collaboration with a variety of community agencies, schools, courts and law enforcement, to ascertain whether Family Court intervention is required. Additionally, work involves PINS (Person In Need of Supervision) and juvenile delinquency casework, outreach, prevention and informational programs. Incumbent responds to individual crisis situations, making referrals to a variety of social agencies. Extensive contact with the public and with school, court, and law enforcement officials is required. Professional probation staff is consulted as necessary. Work is performed under the direct supervision of a Probation Supervisor. Supervision is not a function of the class. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides Family Court petition assistance: conducts intake interviews, assists with developing risk/needs assessment, case plans, information necessary for petition for Family Court, or entry into adjustment program;

Provides PINS prevention support: conducts intake interviews, assists with developing risk/needs assessment, case plans, information necessary for entry into PINS Prevention Program, and provides follow up support;

Provides Juvenile Delinquency program assistance: conducts intake interviews, follows up with Family Court, assists with developing risk/needs assessment, case plans, information necessary for entry into adjustment program, and provides follow up support;

Answers questions and provides information concerning Family Court and related probation process;

Maintains contact with police agencies, child protective agencies, domestic violence advocates and other community resources;

Maintains complete client records and provides reports, statistics, etc. as required;

May assist with volunteer programs in the family and criminal court systems;

May conduct intake interviews with remanded inmates to determine eligibility for release without bail or with lowered bail;

Performs a variety of related duties as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of community social resources; good knowledge of the behavioral sciences; working knowledge of Family Court laws and procedures; familiarity with services provided by the agency and community resources; ability to effectively conduct interviews and assist with investigations; ability to deal with people under emotional stress; ability to use computers and computer software for word processing and data management; ability to express ideas clearly and effectively both orally and in writing to groups and individuals; ability to establish and maintain effective working relationships; ability to deal effectively and objectively with clients of diverse socio-economic backgrounds and cultures; good listening skills, social perceptiveness; tact; confidentiality; good judgment.

MINIMUM QUALIFICATIONS: Either

- a) Associate's degree or 60 college credit hours in social work and two(2) years of experience involving the direct delivery of social or emotional support services; or
- b) Graduation from high school or possession of a comparable diploma and four (4) years of experience involving the direct delivery of social or emotional support services;
- c) An equivalent combination of training and experience indicated in a) and b) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.