

PROBATION ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is a para-professional position involving responsibility for assisting probation officers in a local probation agency in selected tasks related to the various processes of probation service such as gathering information for investigations and reports and helping to supervise persons on probation. A Probation Assistant is not a Peace Officer pursuant to the New York State Criminal Procedure Law. An employee in this title may perform such tasks for a number of probation officers and/or may be a member of a team, evaluation or supervision program. An incumbent may also serve as a probation department's point of contact for transfer of records and files with other probation departments, law enforcement agencies or courts. The establishment of such positions enables probation officers to concentrate to a greater extent on individual, group and community needs requiring professional attention and specifically to offer greater supportive assistance to persons serviced by the probation agency. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only) Assists in gathering information about individuals receiving probation services from a variety of sources, including but not limited to, public and private human services agencies, law enforcement agencies, courts and employers to verify social and legal histories of probationers and helps resolve problems of probationers including problems related to housing, health care, employment, or other essential matters; Assists in verification of social and legal history data pertaining to individuals serviced by the probation agency in completing questionnaires and other documents requiring written information; Assists in establishing or maintaining contact with persons or organizations in the community that may provide necessary resources for individuals serviced by the agency; Registers and updates cases by entering data into a database or other electronic file, conducts record checks through local, state, and federal databases where authorized and produces electronic reports as needed; Assists in compiling statistical data for a variety of projects and reports; Helps to secure information from various individuals and agencies regarding conduct and progress of probationers; Performs a variety of office and/or clerical tasks including answering the phone, photocopying, and creating, filing and maintaining records.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of laws pertaining to probation work and functions and procedures of family and criminal courts; Working knowledge of the provisions of the Health Insurance Portability and Accountability Act (HIPAA) regulations and policies relating to confidentiality of case record information; Working knowledge of community resources; Working knowledge of employment, training and treatment options available to probationers; Working knowledge of office terminology, procedures, equipment and business English; Working knowledge of modern methods of keeping and checking financial accounts and records; Ability to gather and organize information related to the work performed; Ability to establish and maintain effective working relationships with others; Ability to understand and follow oral and written instructions; Ability to communicate effectively both orally and in writing; Ability to understand and empathize with the needs and concerns of others; Ability to maintain composure and make rational judgments under stressful conditions.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited college or university or one accredited by the Board of Regents to grant degrees, with an Associate's degree or higher in criminal justice, human services, chemical dependency counseling, business administration, or a closely related field;
OR
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years experience working with the public in a public or private human services agency or a criminal justice agency, which shall have included computer operation and account keeping;
OR
- C. Four (4) years clerical experience with the public in a public or private human services agency or a criminal justice agency, which shall have included computer operation and account keeping; OR
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) & (C).

NOTE: One year of criminal justice, human services, chemical dependency counseling or business school may be substituted for one year of experience.

Special Requirement: A valid New York State driver's license is required at time of appointment and maintained during employment.

NOTE: The class specifications including the minimum qualifications for positions in Probation Departments are established by the Regulations of the Division of Criminal Justice Services. The class specifications are found in Title 9 NYCRR, Part 347, Appendix H-10, Standard Specifications for Professional Probation Positions.

Reviewed 8/30/00, 1/8/02

Revised 7/3/02, 3/31/05, 2/7/18