

Job Title	Supervisory Probation/Pretrial Services Officer	CL-30
Occupational Group	Professional Line	

Job Summary

The Supervisory Probation/Pretrial Services Officer performs supervisory work related to the full range of probation or pretrial services officer law enforcement duties. The Supervisory Probation/Pretrial Services Officer primarily directs law enforcement officers assigned to the monitoring, investigation, and supervision of offenders/defendants. The incumbent may also supervise certain technical and administrative staff.

- Representative Duties**
- Supervise professional law enforcement, technical, and support staff in their duties, including establishing standards, evaluating performance, handling minor infractions, and recommending disciplinary actions. Confer regularly with staff to provide direction and assistance in case situations and with general operational procedures. Receive, prioritize, and assign work to staff, ensuring that work is assigned fairly and equitably. Monitor time and attendance and evaluate and approve leave requests. Provide training and orientation for new staff members. Serve as a resource for officers and other staff to assist with performing work successfully and efficiently. Develop and implement training programs for officers and staff. Make recommendations regarding new hires, personnel actions, and terminations.
 - Review and edit written work, including case plans, correspondence, and reports submitted to the court. Ensure that recommendations made by officers to the court adhere to local and national policy and guidelines. Ensure adequate coverage for office activities, court appearances, etc. Conduct audits and reviews of case work. Analyze management reports for efficient distribution of work. Establish schedules and deadlines for completion of work.
 - Administer the Treatment Services Program for both districts. Fulfill training requirements of the Contracting Officer Certification Program (COCP) Level 2 Treatment Services Program in accordance with the Guide to Judiciary Policy, Volume 14 Procurement. Adhere to the court units' internal control procedures to ensure separation of duties.
 - Develop recommendations and advise the court on appropriate issues. Assist senior managers in the formulation and modification of office management policies. Assist in monitoring the work of vendors and contractors, including negotiating terms of agreement, evaluating work, ensuring that contract terms are met, and related activities.
 - Communicate and respond to management requests regarding case operations. Answer procedural questions for judges, staff, and the public. Provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Handle confidential and sensitive information appropriately.
 - Perform any or all duties of a probation or pretrial services officer, including investigating and/or supervising offenders/defendants.

- Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)**
- Probation, Pretrial Services and Law Enforcement**
- Demonstrate knowledge of the roles and functions of the federal probation and/or pretrial services office, including knowledge of the legal requirements, practices and procedures used in probation, parole, and/or pretrial services. *Display knowledge of the roles, responsibilities, and relationships among the state and federal courts, U.S. Parole Commission, U.S. Marshals Service, Bureau of Prisons, U.S. Attorney's Office, Federal Public Defender's Office, and other organizations. Exhibit an understanding of how other judicial processes and procedures relate to officers' roles and responsibilities.*
 - Display knowledge of federal law and the criminal justice system particularly as it relates to federal probation, pretrial services, and parole policies and procedures. Demonstrate

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knowledge of surrounding communities and available community resources. Display skill in investigative techniques and in investigating offenders'/defendants' backgrounds, activities, and finances, and determining the legitimacy of their income. Exhibit an understanding of the *Bail Reform Act*, sentencing guidelines, statutes, *Federal Rules of Criminal Procedure*, applicable case law and changes in the law.

- Demonstrate skill in analyzing and summarizing legal concepts and issues, legal reasoning, and critical thinking. Display skill in supervising offenders/defendants, risk assessment, and developing appropriate alternatives and sanctions to non-compliant behavior. Exhibit skill in counseling offenders/defendants to maintain compliance to conditions of their release. Display skill in evaluating and applying sentencing guidelines. Demonstrate the ability to follow safety procedures. Demonstrate the ability to discern deception and act accordingly.

Judgment and Ethics

- Knowledge of and compliance with the Code of Conduct for Judicial Employees and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction

- Skill in communicating effectively, both orally and in writing, and working with judges, other law enforcement agencies, collateral agency personnel at different government levels, community service providers, correctional agencies, and offenders/defendants. Ability to work with individuals and groups of diverse backgrounds to provide information, facilitate meetings, and provide training. Skill in establishing cooperative working relationships with staff throughout the court unit. Skill in working with internal and external customers. Skill in preparing reports and presentations.

Human Resources

- Apply knowledge of supervisory and employee management principles. Display performance management skills through assessing and documenting employees' performance against established goals and objectives within a specific rating period. Display an understanding of applicable employee rights, protections, and avenues of appeal. Use mediation and problem solving skills when managing conflicts in the workplace.
- Display the ability to effectively represent the probation/pretrial services unit among work groups and between the court and external organizations. Demonstrate proficiency in problem solving, trouble shooting, and identifying alternative solutions. Display the ability to make timely and effective decisions.

Budget and Procurement Management

- Knowledge of judiciary budget, financial, and procurement practices, procedures and regulations. Skill in planning resources for groups and organizations.
- Complete and maintain certification and delegation requirements as Contracting Officer COCP Level 2 Treatment Services Program. Apply knowledge and skill in the preparation and issuance of procurement documents to include non-competitive purchase orders, competitive purchase orders, and blanket purchase agreements for obtaining treatment services. Ability to administer and monitor these procurement documents, and review treatment services program documents from vendors and service providers. Present procurement recommendations to unit executives as applicable.

Information Technology

- Knowledge and skill in the use of automated equipment, including word processing, spreadsheet, database applications, and applicable automated systems, websites, and other computer-based systems used by the court. Ability to learn and adapt to changing local and national applications. Skill in using computer software, internet, and automated systems to perform record checks, track detection test results, conduct research, compile criminal history information, and complete similar activities.

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Factor 2 – Primary Job Focus and Scope

The primary purpose of the job is to assist the Chief Probation Officer and Deputy Chief Probation Officer with managing and monitoring operational functions of the office. Supervisory Probation/Pretrial Services Officers serve as an executive resource, providing policy and procedural guidance to judges and staff in both districts regarding supervision of offenders and defendants. The incumbent supervises law enforcement officers and certain technical and administrative staff under the Supervision Unit and performs functional work which encompasses the investigation and supervision of offenders and defendants. The incumbent assists management in formulating, supervising, and implementing initiatives to achieve program plans and organizational goals and objectives. As the Contracting Officer COCP Level 2, the incumbent assists management in administering and monitoring the Treatment Services Program.

Factor 3 – Complexity and Decision Making

Supervisory Probation/Pretrial Service Officers perform varied high-level duties requiring knowledge of complex operational issues, regional and national programs, and processes applied to a broad range of activities. The job requires making independent decisions within the context of professional standards, organizational policies, and general goals. Incumbents evaluate options, provide advice, and make recommendations regarding decisions that have an effect on the operations of the Probation Office and, potentially, certain functions of the District Court

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are probation/pretrial services staff, judicial officers, staff of other court units, the Administrative Office's General Counsel, and the U.S. Sentencing Commission for the purpose of conducting research and investigations and maintaining accurate and up-to-date information in case files, coordinating and monitoring programs, and facilitating discussions.

Factor 4B – Interactions with External Contacts

The primary external contacts are offenders/defendants and their families, other government agencies, U.S. Attorney's Office, U.S. Marshal Service, Bureau of Prisons, Parole Commission, attorneys, public safety/law enforcement officials, treatment providers, victims, and other members of the community for the purpose of investigating offenders'/defendants' backgrounds, obtaining and verifying arrest information, drafting sentencing guidelines, and similar activities. The incumbent has contact with drug and alcohol treatment professionals, mental health professionals, and location monitoring vendors for the purpose of providing specialized supervision of offenders.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting, in the community, or at off-site meeting locations and may be subject to variable hours, including nights and weekends. Work requires regular contact with persons who have violent backgrounds. These contacts may be made in both generally controlled office settings as well as in field situations (such as uncontrolled and unsafe neighborhoods/environments where illegal activities and violence may occur).