



## Delaware County

This document is used to provide a basic description of essential duties and other work elements

<b>Job Title:</b> Intake Officer	
<b>Department:</b> Probation	<b>Position Fund Account No.:</b>
<b>Division:</b> Juvenile	<b>Job Category:</b> COMOT
<b>Work Schedule:</b> 8:30 a.m. - 4:00 p.m., M-F	<b>Job Grade:</b>
<b>Reports to:</b> Supervisor Probation Officer	<b>Status:</b> Full-time
<b>FLSA Status:</b> Non-exempt (OT eligible)	<b>Effective Date:</b> January 2024 <b>Re-evaluation Date:</b>

**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. Delaware 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 the accommodation would present an undue hardship.**

Incumbent serves as Intake Officer for the Probation Department of Delaware County, responsible for assisting with supervising, managing, and coordinating services for juveniles under probation supervision.

### **DUTIES:**

Assists in supervising and monitoring juveniles under probation supervision, ensuring compliance with court orders and probation conditions.

Conducts Preliminary Inquiry requests and makes recommendations for further case processing.

Supports Probation Officers in the preparation and maintenance of electronic case files, records, and documentation in various case management systems, ensuring accuracy, confidentiality, and compliance with applicable laws and regulations.

Performs various administrative tasks to ensure the efficient operation of the Department, including scheduling appointments, entering electronic referrals, entering data, and e-filing documents.

Communicates and coordinates with youth, families, schools, and service providers to obtain and provide information related to probation conditions, progress, and available resources.

Assists Probation Officers in the coordination and facilitation of evidence-based programs and interventions, including incentives and sanctions programming.

Attends court hearings, staff meetings, and other events as required, providing information and assistance to Probation Officers.

Maintains up-to-date knowledge of best practices, policies, and procedures related to probation services and case management.

Maintains accurate and up-to-date computer files, records, and paperwork.

Participates in ongoing training and professional development opportunities to enhance knowledge and skills related to probation services.

Performs related duties as assigned.

### **I. JOB REQUIREMENTS:**

High school diploma or HSE required. Baccalaureate degree preferred. Experience working in a treatment or correctional setting, human services, or another relevant field preferred.

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

Working knowledge of the criminal justice system, probation operations, evidence-based practices, and mental health issues with ability to conduct Preliminary Inquiry requests, make recommendations, and assist Probation Officers.

Working knowledge of Department goals and objectives, processes and procedures, case management techniques, and related legal terminology, with ability to assist in supervising juvenile participants.

Working knowledge and experience with standard office procedures and computer software and systems used by the Department, including word processing, spreadsheets, and email, with ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Working knowledge of standard filing systems and ability to create and maintain accurate and organized files and records.

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

Ability to properly operate standard office equipment, including computer, fax machine, telephone, printer, copier, scanner, and calculator.

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

Ability to effectively communicate orally and in writing with co-workers, other County departments, youth, families, schools, service providers, community organizations, other stakeholders, court and jail staff, Delaware County Community Corrections, attorneys, Indiana Department of Corrections, law enforcement agencies, Indiana Office of Court Services, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

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

Ability to plan and layout assigned work projects.

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

Ability to count, compute, and perform arithmetic operations.

Ability to apply knowledge of people and locations.

Ability to compare or observe similarities and differences between data, people, or things.

Ability to evaluate, observe, investigate, coordinate, place, make determinations, and act based on data analysis.

Ability to work with others in a team environment and on several tasks at the same time.

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

Ability to occasionally work evenings and weekends and travel out of town for training, sometimes overnight.

## **II. RESPONSIBILITY:**

Incumbent performs duties according to a flexible, customary routine, with priorities primarily determined by service needs of the public. Assignments are guided by definite objectives using a variety of methods or procedures. Incumbent plans and arranges own work and only refers to supervisor for unusual matters, such as policy interpretations. On rare occasions, decisions are made in the absence of specific policies and procedures. Work is primarily reviewed for appropriate supervision or direction of assigned operations and compliance with Department policy.

**III. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other County departments, youth, families, schools, service providers, community organizations, other stakeholders, court and jail staff, Delaware County Community Corrections, attorneys, Indiana Department of Corrections, law enforcement agencies, Indiana Office of Court Services, and the public for the purposes of giving and receiving information and interpreting and explaining policies and procedures.

Incumbent reports directly to Supervisor Probation Officer.

**IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a standard office, involving sitting/walking at will, sitting for long periods, lifting/carrying objects weighing up to 25 pounds, keyboarding, close/far vision, speaking clearly, and hearing sounds/communication.

Incumbent is occasionally required to work evenings and weekends and travel out of town for training, sometimes overnight.

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT**

The job description for the position of Intake Officer for the Probation Department of Delaware County 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\_\_\_\_\_

Approved by Human Resources Director: \_\_\_\_\_ Date\_\_\_\_\_

\_\_\_\_\_  
Supervisor Signature Date

\_\_\_\_\_  
Reviewed with Employee Date

\_\_\_\_\_  
Employee's Signature (Printed Name) Date

Signed copy to : Human Resources(Original)  
Supervisor