

## Job Description

Job Title: Juvenile Intake Supervisor

Job Code: 905120

Job Family: Public Safety

Pay Grade: 16.15

FLSA: Non-exempt

EEO: Para-professional

Department/Agency: Countywide

Position Number(s): Multiple

Recommended Position Title(s): Juvenile Intake Supervisor

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

The following Leadership Competencies apply to supervisors, managers, and executives based on designated responsibilities:

- People Management – Clearly defines subordinate roles and responsibilities; motivates employees to perform and delegates work effectively; applies consistent performance standards and handles performance problems decisively and objectively; leads by example.
- Operations Management – **Directs and guides operations in alignment with the County's and department's overall goals and objectives; ensures the execution of efficient processes to maximize the County's and department's resources;** utilizes operational knowledge to make sound decisions.
- Strategic Leadership – Determines the strategic direction of the team or department in alignment with overall county goals; effectively communicates strategies internally and externally; creates a culture to support strategies and provides mechanisms to implement them; fosters buy-in and enthusiasm with employees.

### Essential Duties:

- Advises and instructs Juvenile Intake Specialists (JIS) and other staff regarding court policies and casework methods and techniques; trains new staff and approves staff training needs; holds individual conferences to discuss specific case problems and aid in formulating a treatment plan; assigns, reviews, and audits cases and records maintenance; completes quality assurance of designated programs and initiatives; plans and develops program services for juvenile clients; manages a small caseload of specialized or difficult cases and provides coverage; provides individual or group program facilitation.
- Participates in staff meetings and completes administrative assignments within designated timeframes; attends departmental senior staff meetings and provides input in departmental policy and procedures development; initiates/recommends changes in policy, recommends solutions to problem situations and provides proactive, preventative management; seeks and includes subordinate staff input into policy; assists staff in their professional growth through mentoring and training; serves as after-hours contact for emergency situations and provides direction for crisis resolution.
- Stays current on policies, trends, and compliance in assigned field; studies operations and proposes/implements policy changes to improve the effectiveness and efficiency of the operations; monitors the office physical plant and requests the submission of work orders

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- In conjunction with departmental training staff, ensures training and development of staff; participates in the development, implementation, and presentation of In-Service training for staff; reviews new-hire checklists and identifies staff training needs and progress; directly provides mentoring, coaching and counseling to staff; identifies potential problems and their impact on staff morale.
- Testifies in court and provides reports to stakeholders; responds to requests for information from Judges and other Court **personnel, District Attorney's Office and Defense attorneys, Court Services personnel, community placements and/or** official boards.
- Establishes and acts as a liaison with community resources; approves and/or administers grant and fee funds; serves on community-based committees; attends community events and seeks/completes speaking engagements; collects data and creates reports in assigned programs; creates, updates, and monitors files; analyzes performance data and makes recommendations based on statistical outcomes.

### Supervisory Responsibilities:

- Yes  No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

*Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.*

### Minimum Job Requirements:

Twenty-one (21) years of age or older; Bachelor's degree in Social Work, Psychology, Family or Human Sciences/Studies, Criminal Justice or relevant field; two (2) years of experience working with youth and families; successfully pass a criminal history check; and **possess a valid driver's license with an acceptable driving record for those positions that will be required to drive.**

Applicant must submit to and pass a pre-employment, post-offer drug screen prior to employment.

*Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.*

### Preferred Job Requirements:

Three (3) years of juvenile intake and assessment experience; two (2) year of experience leading, directing, supervising or coordinating the work of others; and knowledge of community resources are preferred.

### Education/Experience Substitutions:

- Yes  No Experience may be substituted for degree.
- Yes  No Education may be substituted for experience.

### Physical, Environmental, and Special Working Conditions:

On call/stand-by work required.  
Shift work: 24 hour/7 days a week facility.  
Safety-sensitive job.  
Weather essential job for Department and County.  
Ability to physically intervene/control youth.