# U.S. Probation & Pretrial Services Office Western District of New York

**Position Description**

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| **Job Title/Classification Level** | Probation Officer Assistant - CL 25 |
| **Occupational Group** | Operational Court Support |

**Job Summary**

Probation and pretrial services officer assistants, serve in a judiciary law enforcement position, under the direction and guidance of a supervisor, provide technical support and assistance to probation/pretrial service officers in a wide range of areas, including assisting with compiling information for investigations; assisting with and supervising defendants and/or offenders, preparing and drafting reports and correspondence, and similar duties.

**Representative Duties**

* Under the guidance of a probation officer, supervise a caseload of low-risk offenders requiring contact by telephone, in the office, and in the field. Investigate employment, sources of income, lifestyle, and associates to assess risk and determine compliance. Maintain case files and records, as well as detailed chronological records of activity.
* Assist probation officers with less complex presentence investigations to include compiling criminal histories, and profiles, running record checks through local and national databases, conducting inquiries with collateral agencies, and performing other similar activities. Provide officers with accurate and factual information to assist in their completion of probation reports.
* Under guidance from a probation officer, draft and submit selected reports. Observe, and apprise the supervisor of the lifestyle, personal problems, and needs of offenders. Assist in the development of community resources to meet those needs.
* Under the guidance of a probation officer, respond to judicial officers’ requests for information and occasionally testify in court, accompanied by a probation officer, regarding the basis for factual findings and, if applicable, guideline applications.
* Conduct collateral investigations and draft and submit collateral reports, which may entail making telephone, office, and/or field contacts. Perform record keeping.
* Collect and conduct urine tests on offenders of the same gender, and maintain appropriate records.
* If bilingual or multilingual, assist officers and non-English speaking offenders, family members, and witnesses in translating speech, documents, and correspondence, as required.
* Operate various criminal justice, law enforcement, and probation automated systems
* Participate in ongoing training and development programs.

**Factor 1 - Required Competencies (Knowledge, Skills, and Abilities)**

## Probation/Pretrial Law Enforcement

* Knowledge of probation and parole processes and procedures, court processes, and legal terminology. Knowledge of the criminal justice system including the interrelationships between the federal courts, federal probation, and various law enforcement agencies.
* General knowledge of available community resources. Knowledge of automated/internet resources and systems available for conducting background checks, criminal histories, and other similar activities. Basic knowledge of techniques used in supervising offenders and basic knowledge of sentencing guidelines.
* Basic skill in assisting probation officers with supervision of offenders in selected low risk cases, risk assessment, and developing appropriate alternatives and sanctions to non-compliant behavior. Ability to organize, prioritize, compile and summarize work within established time frames. Ability to follow safety procedures.
* Ability to work under pressure of short deadlines and follow detailed instructions accurately.

## 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

* Ability to interact and communicate effectively (orally and in writing) with people of diverse backgrounds, including law enforcement and collateral agency personnel at different governmental levels, community service providers, and offenders. Ability to interview and gather needed information.

**Information Technology and Automation**

**•** Skill in word processing, spreadsheet, and various software/database applications. Ability to use computer software and database systems to perform record checks, record urinalysis results, compile criminal history information, and perform similar activities.

**Factor 2 - Primary Job Focus and Scope**

The primary focus of the job is to support probation officers in the performance of their duties by providing guided assistance with select investigations, supervising a low-risk caseload, and assisting offenders in a limited capacity. Incumbents perform routine, less complicated tasks which assist in efficient case management and permits probation officers to concentrate their time on higher level tasks.

**Factor 3 - Complexity and Decision Making**

Under guidance from a probation officer, incumbents make decisions regarding the priorities associated with caseload investigations and supervision. In consultation with an officer, officer assistants work directly with offenders and exercise some discretion in determining the best courses of action.

**Factor 4A - Interactions with Judiciary Contacts**

The primary judiciary contacts are personnel within the probation/pretrial services office, staff of other court units, and judicial officers and staff for the purpose of consultation, conducting investigations, and maintaining accurate and current case file information.

**Factor 4B - Interactions with External Contacts**

The primary external contacts are offenders and their families, other necessary collateral resources, employers, counselors, and other individuals for the purpose of assisting probation officers in the supervision and investigation of offenders.

**Factor 5 - Work Environment and Physical Demands**

Work is generally performed in an office setting and may also be performed in the community. Work requires contact with persons who may 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, or environments where illegal activities and violence may occur). Incumbents may be accompanied by a probation officer while conducting duties in the field.