

TOLEDO MUNICIPAL COURT  
CLASS SPECIFICATION  
**Probation Unit Supervisor-Quality Assurance**

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Department: Probation Department  
Reports To: Chief Probation Officer  
Job Code: 8017  
Date Established: June 14, 1988  
Ordinance No: 694-88  
Salary Level: 11  
Salary Amendments: None  
Classification Last Revised and Approved: April 18, 2013, September 21, 2015, by poll

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**DEFINITION:** Works under the general supervision of the Chief Probation Officer. Serves as Quality Assurance Staff to the Department. Develops and implements Performance Improvement (PI) and Quality Assurance (QA) standards, practices, policies and assessments. Develops and monitors interventions to improve and enhance Probation staff fidelity in implementing Evidence-based Practices (EBP). Conducts audits and prepares strategies to improve and promote continuous quality improvement parameters.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

➤ **Develops and implements Performance Improvement (PI) and Quality Assurance (QA) standards, practices, policies and assessments.** Including, but not limited to, drafting policies, protocols, business rules and other documentation designed to establish and maintain the department's QA goals and objectives; developing, implementing and assessing PI and QA methodologies; documenting the department's initiatives and progress in PI and QA; assessing and recommending changes to policies, protocols and business rules to enhance PI and QA; maintaining personal and department awareness of current trends and changes in the area of QA; overseeing staff training in Performance Improvement (PI) and Quality Assurance (QA); facilitating continuing department staff education and understanding of QA and PI concepts and practices; coordinating and conducting monthly/quarterly continuous QA/PI meetings.

➤ **Develops, implements and analyzes Quality Assurance (QA) Performance Measures.** Including, but not limited to, developing measurable performance standards and indicators for programs and services necessary to meet the department's goals and objectives; identifying, collecting and analyzing the data necessary to recommend enhancements to programs and operations to support the department's goals and objectives; overseeing the collections and maintenance of data for all Probation programs and grant-funded services; analyzing and interpreting data; creating and generating the reports and supporting documentation, including those necessary to comply with Community Correction Act standards; developing implementing and utilizing a wide-range of tools to implement QA, including but not limited to observations, surveys and interviews; spearheading the compilation of data for use in research, analysis and department improvement; researching and preparing a wide range of products (including, but not limited to Powerpoint presentations; white papers; staff updates) regarding QA, PI and EBPs.

➤ **Develops and monitors interventions for Probation staff fidelity implementing Evidence-based Practices (EBP).** Including, but not limited to, providing specific and direct feedback to management team to support improvements in staff skills; identifying individual probation staff strengths and weaknesses in EBP and providing written recommendations to management team for implementation; monitoring and coaching staff to ensure successful adherence to EBPs; supporting the management team in cultivating required staff improvement in the use and fidelity to EBP; developing and assisting in implementing unit-specific strategies to strengthen the use of EBPs; maintaining education and awareness regarding local, state and national trends in EBPs; overseeing staff training in EBP.

➤ **Manages Quality Assurance (QA) requirements associated with Probation grants.** Including, but not limited to, assisting in grant application preparation; spearheading preparation and coordination for annual grant-related program standards audits; coordinating QA requirements associated with grant reporting.

➤ **Collaborates with other members of the management team in the Probation Department planning.** Including, but not limited to, contributing to the development of goals, objectives, policies, and procedures of the Probation Department from a QA perspective; assisting in developing protocols to enhance and monitor productivity and quality; participating in a team process to analyze new and existing procedures; building consensus among staff for QA policy change and implementation; assisting in assessing the need for new or revised programming; meeting regularly with the management team to discuss the department's QA program and preparing and maintaining summaries of such meetings.

➤ **Administers quality control for the supervision of adult offenders.** Including, but not limited to, overseeing Probation Officers who monitor and supervise all forms of community supervision (i.e. active probation, inactive probation or special services); staffing (consulting) with Probation Officers in the review and analysis of individual cases and providing necessary instruction (i.e. positive drug screens, non-compliant behavior, unusual or difficult circumstances); administering quality control of cases in accordance with department standards; encouraging and developing staff use of evidence-based practices (including but not limited to, motivational interviewing, progressive sanctions, and positive incentives).

➤ **Other duties as assigned.** Including, but not limited to, maintaining the department's policy and procedure manuals, evaluating and monitoring community-based programming and identifying areas for assessment and improvement. **The Toledo Municipal Court Judges' Division retains the right to add, delete, or modify the duties of this position at any time.**

**KNOWLEDGE, SKILLS AND ABILITIES:** (Possessed at time of employment or gained within twelve months from the date of hire.)

***Knowledge of:***

- Knowledge of Municipal Court operations and Probation Department policies and procedures including Alternatives, CSPP, EMU, ISP, Kiosk, and WRP programs
- Knowledge of legal/probation terminology and federal, state and municipal laws and ordinances pertaining to probation supervision

- Knowledge of effective written and oral communication techniques and practices, including spelling, grammar and punctuation
- Knowledge of techniques to minimize and de-escalate tensions and confrontations
- Knowledge of investigative procedures and probation supervision techniques
- Knowledge of community assistance agencies and community resources available to which litigants and defendants may be referred
- Knowledge of counseling techniques in a strengths-based forum
- Knowledge of NORIS applications, LEADS, Probation software and MS Windows/Excel/PowerPoint
- Knowledge of record systems and maintaining updated/current records
- Knowledge of management practices and procedures, including human resource practices
- Knowledge of case flow management principles
- Knowledge of the principles of effective intervention (risk, need, responsivity and fidelity)
- Knowledge of the Ohio Risk Assessment System (ORAS).
- Knowledge of evidence-based practices in probation and community corrections
- Knowledge of General Quality Assurance (QA) Management, including standards, practices and protocols
- Knowledge of Public Relations
- Knowledge of Evidence Based Practices (EBP) training and development
- Knowledge of laws, regulations, and standards governing care, custody, treatment and programming of probationers
- Knowledge of Community Correction Act (CCA) standards
- Knowledge of Grant writing principles.
- Knowledge of motivational principles and methods
- Knowledge of techniques, theories and practices related to providing constructive feedback and coaching

***Skill in:***

- Skill in leadership
- Skill in verbal communication
- Skill in making presentations
- Skill in written communications, including proofreading.
- Skill in prioritizing and organizing work activities
- Skill in administering and scoring the ORAS
- Skill in program development
- Skill in dealing with the public and establishing and maintaining effective working relationships with others
- Skill in motivating staff
- Skill in providing feedback and conducting performance assessments
- Skill in conducting risk, need, and responsivity assessments
- Skill in case planning
- Skill in exploring options for remedies to non-compliant behavior
- Skill in analyzing problems and recommending corrective action

- Skill in organizing and maintaining information/records, and compiling and analyzing information/statistics
- Skill in investigative and interviewing techniques as applied to probation work
- Skill in identifying legal paperwork and understanding the dates/deadlines associated with different types of legal paperwork
- Skill in participative management practices
- Skill in creating an environment of helpfulness, inclusiveness, courtesy and civility
- Skill in conducting Audits
- Skill in coaching and training
- Skill in negotiating and resolving competing needs and interests
- Skill in learning and applying standards and practices
- Skill in proofreading
- Skill in maintaining detailed records

***Ability to:***

- Ability to correctly interpret and apply Court and Probation Department policies and procedures
- Ability to interact in a courteous and professional manner with diverse populations, including but not limited to judges, co-workers, other departments/agencies, and customers (including attorneys, defendants, plaintiffs, and their families)
- Ability to motivate defendants to comply with court orders
- Ability to interview, gather information and make assessments
- Ability to maintain self-control under stressful conditions, including the ability to effectively communicate with upset, angry or frustrated individuals and individuals accused or convicted of crimes
- Ability to establish and maintain cooperative working relationships and to effectively communicate with the public, staff and attorneys
- Ability to listen to individuals to obtain information necessary to provide meaningful and accurate assistance
- Ability to maintain ORAS certification
- Ability to read and comprehend written material, including case entries and other legal documents
- Ability to write documents that are clear, concise and persuasive
- Ability to document work activities, work independently with minimal direction, prioritize work tasks, manage time and meet deadlines under time pressures and stress
- Ability to research and synthesize data/information and prepare reports
- Ability to work on multiple projects simultaneously
- Ability to give direction
- Ability to motivate subordinates to improve or sustain performance
- Ability to use independent judgment to determine the best course of action based on experience and past practice
- Ability to work outside regular work hours when needed
- Ability to operate a computer and keyboarding skills

- Ability to run, read and interpret LEADS, NCIC and other forms of computerized criminal history reports
- Ability to administer a variety of diverse programs within the unit
- Ability to handle sensitive or confidential information
- Ability to maintain consistency and uniformity
- Ability to stay abreast of cutting-edge theories, practices, policies, procedures, and objectives in the field of community corrections
- Ability to role model emotional maturity
- Ability to identify and develop talent within the department
- Ability to manage change and build consensus for change among diverse constituencies
- Ability to inspire commitment to the goals of the department and Court
- Ability to encourage the contributions of others
- Ability to define problems, collect, maintain and analyze data, establish facts and draw valid conclusions
- Ability to write and/or edit policies, procedures, guidelines, protocols, related to Quality Assurance and Performance Improvement
- Ability to coach staff, provide constructive feedback, and motivate others to achieve desired change
- Ability to learn and implement identified effective intervention/supervision strategies
- Ability to perform mathematical operations associated with Quality Assurance and Performance Management
- Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental or subjective criteria
- Ability to assess needs and evaluate services delivered
- Ability to develop measurable performance standards and indicators for programs and services
- Ability to define problems, establish facts, and analyze data in order to make good decisions or recommendations for action
- Ability to review and measure fidelity to QA, PI and EBP standards
- Ability to collect, summarize and analyze statistical information and data
- Ability to listen to others to obtain information necessary to provide meaningful and accurate assistance
- Ability to analyze and enforce standards consistently
- Ability to maintain the standards of ethics and professional responsibilities associated with working for the Court

***Personal Characteristics of:***

- Other – Consistent, dependable, attentive to detail, good judgment, diplomatic, fair, professional, and cultural sensitivity

## **MINIMUM QUALIFICATIONS:**

- Education:** Bachelor's degree in psychology, social work, criminal justice or a related field; or a bachelor's degree in business/management or a related field required. Masters degree in psychology, social work, criminal justice, related field or a business/management related discipline preferred.
- Availability:** Must be able and available to work during the department's business hours on the days required (Monday through Friday; 8:30 a.m. to 4:30 p.m.) May be required to occasionally work beyond these hours, and every effort will be made to provide advanced notice of such.
- Experience:** Three (3) years experience in evidence-based practices required. Two (2) supervisory or staff-level administrative experience preferred. Quality Assurance experience preferred. Probation experience preferred.
- Background:** May not have prior convictions that would, or appear to, adversely affect a Unit Supervisor's ability to supervise staff and represent the Court in a credible, fair and professional manner. Convictions, including but not limited to, offenses involving fraud theft, or crimes involving violence or weapons are incompatible with the position of Unit Supervisor. Must be LEADS certifiable. Must be ORAS certified within first six (6) months of hiring.

## **ENVIRONMENTAL FACTORS AND PHYSICAL DEMANDS:**

The physical demands and work environment described are representative of those associated with performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- An employee is regularly required to read typed and handwritten documents.
- An employee is regularly required to sit up to 70% of workday.
- An employee is regularly required to walk and stand. May involve manipulating up to 10 pound items.
- An employee may be at risk for blood/airborne disease/pathogens.
- An employee is frequently required to communicate orally.
- An employee is regularly required to keyboard.