



City of Des Moines, Washington

## JOB DESCRIPTION



### SUPPORT SERVICES SPECIALIST

Regular, Full-time

**Salary Grade:** G-22

**FLSA Status:** Non-exempt

**Bargaining Unit:** Non-represented

**EEO Category:** Professional

#### Nature of Work

Under the supervision of the Support Services Administrator (SSA) and the direction of the Court Executive Officer (CEO) and Judge, this position will provide professional services for misdemeanor offenders for Des Moines Municipal Court. The incumbent will perform in the areas of administrative review, intervention services, drug testing and sentencing alternatives. The Support Services Specialist (SSS) will also interact with inmates and offenders referred by the courts to the various programs and services. Programs in which the SSS can expect to be involved include, but are not limited to, Monitored Probation, Alternative Detention, and Court Programming. This role is accomplished through providing services and programs that afford opportunities for offenders to change behavior; monitoring compliance with pre-trial release or post-conviction orders, electronic home monitoring and jail; reporting client compliance status to the court; resolving conflicts; and serving as a liaison between the court and the probationer.

#### Essential Functions

- Monitors clients under jail alternative programs including community work service, day reporting, or electronic monitoring to ensure court orders and jail alternative requirements are fulfilled. Provides reports indicating status and completion of jail alternative requirements. Reports client non-compliance to the Support Services Administrator.
- Maintains contact and correspondence with the court, community agencies, clients, physicians, treatment providers, and other applicable interests in order to supervise compliance and progress of cases; maintains comprehensive log of contacts, information obtained, and actions taken relative to cases.
- Interview and screen clients with active criminal cases to determine current or future ability to pay legal financial obligations.
- Assists clients with challenges that affect individual case plans, including but not limited to: vocational, educational, or employment planning. Consults with Support Services Administrator on complex cases when necessary.
- Screen for eligibility for assignment to a Public Defender and if qualified, refer to appropriate public defender.
- Provides information on pre-trial and post-trial monitoring such as ignition interlock, transdermal alcohol monitoring, electronic home detention and global position monitoring.
- Facilitate programming for clients in the areas of Moral Reconciliation Therapy-Domestic Violence, standard MRT and Coping with Anger MRT to include intake, tracking progress and attendance, and performing data collection as required.
- Coordinates and secures drug and alcohol testing from clients as required by court or Support Services.

- Refers clients to approved community service work sites, considering risk factors and the ability of the client.
- Performs outreach work in the community to promote the Support Services.
- Refers clients to community agencies as applicable to the individual case.
- Responds to telephone and written requests for information from other probation departments, treatment agencies and criminal justice agencies.
- Represents Support Services as assigned as a member of DUI Court. Provide support to therapeutic courts; provide client information at court staffing; assist DUI Court Case Manager as needed with caseload.
- Conducts scheduled administrative reviews; makes appropriate chronological entries in electronic case management system.
- Dockets monthly Stipulated Order of Continuance administrative review calendar; sets any required review hearings and refers appropriate case closures to the Judge.
- Audits probation warrant reports, stagnant case reports, and court calendars for cohesion between support services case management system and judicial case management system.
- Logs monthly status reports from treatment agencies, mental health facilities and court ordered programming into appropriate databases; scan reports into appropriate files and notify Support Services Administrator (SSA) of violations.
- Assists SSA in researching, revising and implementing policies and procedures as authorized for all new and current programs.
- Connects to the community with regular and on-going visits to service agencies, jail, partner Courts and/or other social service agencies.
- Creates, summarizes, reviews, edits or distributes a variety of documents such as correspondence, reports, records, legal documents, or forms. Performs research and prepares related reports.
- Attends departmental meetings to stay informed on policies, procedures, and overall program progress. Attends seminars and workshops to increase knowledge of case management, substance use and mental health disorders, modern court innovations and other topics as related to position.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, other agencies, including court personnel, attorneys, police, treatment providers and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

### **Necessary Knowledge, Skills, and Abilities**

- Knowledge of court rules, policies, procedures, and regulations.
- Knowledge of Word, Excel, JIS, JABS, Tyler Supervision, and OCourt computer systems.
- Knowledge of civil and criminal law and procedures in Washington State.
- Knowledge of tracking, data collection and case management principles.
- Ability to work independently under high pressure to prioritize caseloads and meet timelines and directives.
- Ability to effectively use interpersonal skills in a tactful, patient and courteous manner.

- Ability to collect relevant case evidence and information and apply this information to solve practical problems associated with the case.
- Ability to work with culturally, ethnically and socio-economically diverse populations.
- Ability to work with individuals who may require assistance dealing with substance use disorders, domestic violence, sexual deviance, mental health, housing, employment, parenting, disabilities, and literacy issues.
- Ability to interact with emotionally distraught, irate and combative individuals.
- Ability to enforce and monitor court requirements and report all violations.
- Ability to serve as an agent of the court, sometimes without complete client confidentiality.
- Ability to exercise and demonstrate a non-judgmental attitude towards offenders.
- Ability to accept authority as well as use authority.
- Ability to respond to inquiries/complaints from victims, witnesses, offenders, outside agencies or the public.
- Ability to maintain cooperative and effective working relationships with co-workers and other agency staff and professionals.
- Ability to read, comprehend, speak and write English.
- Ability to organize, prioritize and coordinate multiple tasks to ensure efficient workflow.
- Ability to maintain confidentiality.
- Ability to communicate effectively, both verbally and in writing.

### **Education and Experience Requirements**

- Bachelor's Degree from an accredited college or university in Criminology, Sociology, Psychology, Criminal Justice, Social Work or any other closely related field as required by ARLJ 11; or
- Two years of experience as a probation officer or equivalent position; and
- Two years of experience in the criminal justice system, social work, or similar field that includes caseload management, direct client services, support services or criminal law.

### **Special Requirements**

- Valid Washington State driver's license.
- Must successfully pass background check.
- Must successfully pass background clearance for access to SCORE jail (Employer Provided).
- Must join the Misdemeanant Probation Association (MPA) within 45 days of employment (Employer Provided).
- Must obtain Misdemeanant Probation Certification within six (6) months of employment as required by WAC 139-10-210, pending class availability (Employer Provided).
- Must obtain certification as a facilitator for MRT Program(s) as designated by the SSA (Employer Provided).
- Must obtain certification in the Washington State Risk Assessment System as designated by the SSA (Employer Provided).
- Maintain continuing education credits, a minimum of eight (8) credits per year (Employer Provided).

### **Working Conditions and Physical Abilities**

- Work is performed in an office environment, the jail, courtrooms, through virtual platforms, remotely and other settings. High possibility of exposure to hostile and offensive language or intimidating behavior from clients and the public. Frequent exposure

to individuals who may be distraught, violent, or abusive. Employee must remain alert and rely on counseling skills to defuse potentially dangerous situations. Hand-eye coordination and fine manipulation skills are necessary to operate computers and a variety of office machinery. The position also requires the ability to speak and hear to exchange information, the ability to sit for extended periods of time, and the ability to bend and stretch. Employee may be required to work evenings, weekends, and holidays, as necessary.

### **Equal Opportunity Employer**

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

### **General Information**

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Updated 2021.