



Youth Services Officer FLSA – Non-Exempt

Nature of Work

This is very responsible legal, administrative and case management work assisting juveniles and their families who are assigned to or seek the services of the Sevier County Juvenile Court System. Incumbents supervise juveniles placed on probation by the courts and assist with troubled juveniles identified by the school system and/or their families. Additional responsibilities include crisis management with families, counseling and providing other assistance to juveniles and their families and/or guardians, assisting with the intake of juvenile offenders, coordinating special programs including truancy court and/or foster care reviews, and maintaining contacts with school personnel, social service agencies and law enforcement personnel. Incumbents are continuously on call and work closely with the Juvenile Court Judge(s) to provide information and make recommendations regarding juveniles under their supervision. Activities associated with the job require a strong background in assisting troubled youth, experience working with local and regional social service agencies, considerable experience working in the juvenile court system, and significant organizational, interpersonal and decision-making skills. Work is evaluated by the Director of Youth Services through review of the decisions made in response to case management activities, knowledge of juvenile court proceedings and resources available in the community to assist troubled youth, ability to respond effectively to crisis situations, and organizational and interpersonal skills.

Illustrative Examples of Work

- Assists with intake duties including receiving complaints and allegations of delinquency and unruly behavior and determining whether or not to commence legal actions and/or proceedings.
- Attends criminal court hearings involving juveniles to advise defendants of their charges, rights and options; prepares court notes and court orders.
- Maintains records of job-related activities and submits required reports and other documentation to the Commission of Children and Youth and/or the Tennessee Council of Juvenile and Family Court Judges.
- Assists with preparing and maintaining reports for the State Supplement Grant, reimbursement account and JAIBG grant.
- Conducts investigations, prepares reports and makes recommendations to judge(s) having juvenile jurisdiction.
- Supervises the activities of juveniles placed on probation to insure they comply with all court orders and stipulations.
- Assists with making decisions regarding whether or not a juvenile should be held in custody and/or the terms of their release.
- Participates on a number of boards and teams including the Foster Care Review Board, Child Protective Investigative Team, Child Abuse Review Team, Child Fatality Review Team and the Truancy Board for Sevier County Schools.
- Assists children attending county schools that may be in crisis and/or experiencing difficulties at home or at school and refers them to the appropriate social service agency for assistance.
- Intervenes in crisis situations with juveniles and their families and/or guardians to attempt an optimal resolution of their problems.
- Assists administrative support staff with processing/docketing new petitions.
- Attends workshops and seminars to meet TCCY guidelines for required annual training.
- Consults with school personnel, social service agencies, mental health organizations, law enforcement personnel and local officials to obtain information and determine methods of assisting juveniles and/or their

families.

- Pulls court dockets and assists with dividing cases between available Youth Services Officers.
- Assists with designing legal documents and brochures at the request of the Youth Services Director and/or Juvenile Court judges.
- Counsels juveniles and their parents/guardians in an attempt to alleviate existing and/or potential problems or destructive behaviors and encourage progress toward established goals.
- Rotates on call responsibilities with other Probation Officers to assist with crisis situations that occur after working hours.
- Maintains case files and related documents on all juveniles assigned to their caseload.
- Conducts drug screens in accordance with established practices and protocols.
- Confers with the Juvenile Court Judge to provide information and makes recommendations regarding the status and treatment of juveniles on their caseload.
- Performs related duties as required.

Necessary Requirements of Work

Graduation from an accredited four year college or university with a Bachelor's degree in Social Services, Criminal Justice, Psychology or related field; experience working with troubled youth and adolescents; knowledge of the laws pertaining to juveniles regarding criminal offenses, custody and state supervision; experience counseling and providing supportive services to juveniles and their families; strong organizational, interpersonal and decision making skills; experience working with juvenile court systems and school systems; or any equivalent combination of education or experience to provide the following knowledge, abilities and skills:

- Thorough knowledge of state and federal laws pertaining to juveniles regarding criminal offenses, custody, confidentiality, emancipation, probation and incarceration.
- Thorough knowledge of treatment options available in the community to address mental health needs, chemical dependency issues and family dynamics.
- Thorough knowledge of contemporary counseling techniques utilized for families and adolescents.
- Thorough knowledge of adolescent behavior and development and the testing techniques available to diagnose juveniles and/or family members.
- Knowledge of school systems regulations, policies and procedures pertaining to suspension, behavior and discipline.
- Knowledge of mediation and crisis management techniques utilized for dysfunctional families and deviant behavior among children.
- Knowledge of drug testing procedures and protocols.
- Ability to successfully intervene and provide appropriate assistance to juveniles and/or their families when required.
- Ability to manage a large caseload and maintain all documentation required to comply with existing federal and state regulations and departmental policies.
- Ability to effectively counsel and provide guidance for troubled youth and their families.
- Ability to interact successfully with local officials, law enforcement personnel, social service providers, clients, co-workers and the public.
- Ability to prepare and maintain confidential records and reports of juveniles assigned to their caseload.
- Ability to prioritize job related activities to meet workload demands and established deadlines.
- Ability to utilize proprietary, word processing, spreadsheet and database management software applications.
- Skill in the use of conflict resolution, negotiation and mediation techniques.

Necessary Special Requirements

- Possession of a valid Tennessee Driver's License and the ability to obtain vehicle insurance at standard rates.
- Must pass a criminal background check prior to employment.
- Must successfully attend a minimum of fifteen (15) hours training annually as required by TCCY guidelines.

Physical Requirements

- This is light to medium requiring moderate static, explosive, dynamic and trunk strength and requiring the exertion of up to 50 pounds of force occasionally and up to 10 pounds of force frequently to move objects
- Work requires considerable flexibility, mobility and speed of limb movement
- Work requires moderate effort and stamina
- Work requires both gross body equilibrium and coordination for balancing, bending, stooping, kneeling and walking
- Work requires arm/ hand steadiness and manual and finger dexterity
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word
- Hearing is required to perceive information in both quiet and noisy environments and determine the direction of sounds
- Visual acuity is required for the inspection of small defects and/or small parts, use of measuring devices, operation of office equipment, determining the accuracy and thoroughness of work, color differentiation, and observing general surroundings and activities
- The worker is subject to inside and outside environmental conditions

06/01/2022