

Job Title	Probation Officer Assistant	CL 26
Occupational Group*	Operational Court Support	

Job Summary

The United States Probation Office, Northern District of Iowa, is accepting applications for a United States Probation Officer Assistant in the Cedar Rapids, Iowa Probation Office. The duties specified herein are intended to provide generalized examples of the major duties and responsibilities that may be performed by a U.S. Probation Officer Assistant and are largely summarized to include providing officer assistance and support of both an operational and/or administrative capacity (within any or multiple units, as assigned) generally related to officer investigation and/or supervision activities. In such, tasks will be assigned based on district need and may be periodically adjusted throughout position tenure.

Representative Duties

- Greet visitors and clients in person or on the telephone, answering routine questions, responding to and processing over-the-counter inquiries, and mindfully directing visitors and callers to the appropriate person for additional assistance.
- With direction from probation officers or support staff, sets up case files and/or folders; prepares reports, orders, and other documents essential to all probation units (pretrial, presentence, and supervision). Prepares letters, memoranda, recurring reports, and forms in accordance with policy and procedure. Composes routine correspondence for officers.
- Scans and uploads file documents as necessary.
- Performs data entry related to case related activity and sentencing information. Ensures quality of data entry.
- Receives, prioritizes, processes, and routes incoming and outgoing mail.
- Assists in basic administrative tasks (as assigned) such as: preparing data reports and collecting information; developing spreadsheets and PowerPoints; receiving and identifying property for dispersal or disposal; organizing and tracking office supplies; SharePoint upkeep; and general office assistance type tasks.
- Assists probation officers in the performance of pretrial and/or presentence investigations and/or supervision activities, such as: compiling and evaluating criminal histories/profiles; arranging, interviewing, prepping and/or writing various reports and legal documents; maintaining file information; conducting inquiries with collateral agencies; urine collection/sweat patch application; compiling, analyzing, and evaluating information gathered in the case planning process; assisting with general case related inquiries; etc.
- Provides officers with verifiable and supportable documentation to assist in case related activities, including completion of probation and pretrial reports. May investigate employment/sources of income, lifestyle and associates to help verify, assess risk, and compliance factors. May assist officers with preparation for Court hearings and testify as needed.
- Assist probation officers in the maintenance of various programs related to: community service work, substance abuse, evidence-based practices, location monitoring, monetary fee oversight, and various other district projects or initiatives. Assist with district research projects to include data collection and

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organization.

- May supervise lower risk clients and coordinate office visits in addition to field-based home and collateral contacts. With supervisory oversight, assists in the application of effective supervision strategies to evoke client change while focusing on supervisee condition compliance to best serve and protect the community.
- Participate in the officer safety program as required.
- Participate in ongoing training and development with the goal of obtaining/maintaining advanced techniques related to the knowledge, skills, and abilities most effective to assigned tasks.
- Performs related duties and all other duties as assigned.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Probation, Pretrial Services and 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/defendants. Ability to interview and gather needed information. Written communication for presentation to judicial officers is reviewed by a skilled probation officer.

Information Technology and Automation

- Skill in the use of automated equipment including word processing, spreadsheet, and database applications, and various other types of software. Ability to use computer software and database systems to perform record checks, record urinalysis results, compile criminal history information, and similar activities.

Factor 2 – Primary Job Focus and Scope

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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 other probation staff, staff of other court units, and the incumbent's supervisor 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.

*Occupational Group:

Operational Court Support Positions = **O**

Administrative Court Support Positions = **A**

Professional Administrative Positions = **PA**

Professional Line Positions = **PL**