

COUNTY OF LASSEN  
JOB DESCRIPTION

CLASS TITLE:	Program Services Manager	CLASS CODE	
DEPARTMENT:	Probation	UNIT	UPEC
REPORTS TO:	Supervising Probation Officer	FLSA STATUS	NON
BOARD APPROVAL	PENDING	RANGE	L18/20

**JOB SUMMARY**

To plan and coordinate programs to reduce criminal offender recidivism, increase successful re-entry from juvenile hall/jail/probation and provide intensive community supervision of criminal offenders. The Program Services Manager arranges services that cross a wide variety of County, regional, public and non-profit agencies.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction and supervision from the Supervising Probation Officer. This position also provides information, receives direction and makes presentations to the executive members of the Community Corrections Partnership.

May provide direction to subordinate professional and clerical staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. (All duties may not be performed by all incumbents.) Other duties may be assigned.

Represent the program needs with direction from the Supervising Probation Officer. Interact with a variety of high level individuals and governmental agencies to disseminate information, gain cooperation and resolve administrative issues.

Assist and/or prepare work plans and other administrative and fiscal functions, including: determining goals and objectives, reviewing and analyzing effectiveness and fidelity.

The Program Services Manager will assist criminal offenders to:

- Enhance their coping skills through group and peer counseling
- Reconnect with their families
- Remove barriers to employment
- Improve daily living skills
- Structure healthy activities in the community
- Find positive community connections

Research and prepare program specific technical, administrative and written correspondence, as necessary.

Recommend policy and develop appropriate procedures for programs.

Communicate closely with Probation staff regarding the progress of criminal offenders participating in programs.

Coordinate services for participants based on individualized needs/risks.

**MINIMUM QUALIFICATIONS REQUIRED**

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

COUNTY OF LASSEN  
JOB DESCRIPTION

**Education:**

Equivalent to a Bachelor's degree from an accredited college or university in appropriate field.

**Experience:**

Three years of responsible administrative experience with at least one year experience in specific or closely related program preferred.

**Licenses and Certifications**

Possess a valid driver's license as required by the position.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Program design, planning, development, implementation and evaluation.

Administrative principles and practices, including, project management, goal setting and implementation.

Principles and methods of supervision.

Modern office procedures, methods and computer equipment.

Principles and practices of applied psychology and sociology.

Delivery of professional development/training to agency personnel.

Techniques for working effectively with groups in workshop, meetings, committees, councils and advisory boards.

**Ability to:**

Establish and maintain effective working relationships with those contacted in the course of work.

Organize work, set priorities, meet deadlines, and follow up on assignments with minimal direction.

Assess client's needs, develop and monitor a case plan and monitor progress.

Manage multiple tasks; organize and manage multiple priorities.

Maintain adequate and accurate records.

Prepare all appropriate documents and reports to meet agency and program requirements.

Read and interpret data.

Present information to small or large groups.

Operate computers and related software.

Communicate clearly and concisely, both orally and in writing.

Perform under stress with multiple types of personalities and contacts. Must be able to attend meetings with various numbers of people and communicate with them effectively.

Ability to work cooperatively with other employees.

**Working Conditions**

COUNTY OF LASSEN  
JOB DESCRIPTION

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly requires to talk or hear. The employee is frequently requires to sit, travel, make outside visits on uneven surfaces with potential access barriers. Employee will frequently use hands and fingers for reaching or handling objects, stoop, kneel, crouch or crawl. The employee must occasionally lift or move up to 25 pounds. Specific vision and hearing abilities required by this job need to be adequate for observing human interaction and to input and access information on a computer. Employees are exposed to outside weather conditions and may come into contact with hostile clients and members of the public.

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist, stoop and/or bend to reach equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine manipulation; and occasionally lift up to 20 pounds. Ability to speak and hear, to use hands to finger or handle, to walk and stand.