

 <p>HARRIS COUNTY COMMUNITY SUPERVISION AND CORRECTIONS DEPARTMENT</p>	Career Ladder: Administrative Staff	Date: 10/2021
	Level: 4	# of Pgs: 2
	Job Title: Branch/Program Manager	
HUMAN RESOURCES / Job Description Manual		

THIS IS NOT A CONTRACT POSITION. EMPLOYMENT AT WILL POLICY APPLIES

I. Basic Function:

Coordinates the overall management of the branch/program/facility and in doing so ensures that evidence-based interventions, departmental policies and standards established by the Community Justice Assistance Division are maintained throughout all of HCCSCD involved programs.

Provides management direction to the department and assigned branch/program/facility.

II. Organizational Relationships:

Reports to the Field Services Manager

III. Essential Functions:

Accomplish staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.

Organizes and directs staff to ensure that community supervision clients are provided services in accordance with departmental policies, CJAD standards and court policies.

Coordinates implements and monitors administrative and procedural functions of the branch/program/facility. Recommend policy changes, program development, staffing patterns.

Ensure staff compliance with HR Policy and Procedures and initiate and execute corrective measures as needed to ensure compliance with policy.

Conduct performance evaluations for direct reports and review and approve all performance evaluations of staff assigned to program. Ensures that staff meets all state mandated and department training requirements.

Meet regularly with supervisors and program staff to address problems and communicate department information and objectives.

Maintain quality service and casework compliance by establishing and enforcing organization standards, auditing, analyzing and resolving problems; identifying trends; recommending system improvements.

Conducts periodic random audits to ensure compliance with departmental policies and CJAD policies.

Ensures an equitable distribution of workload among all supervisors, officers, and support staff in their assigned program.

Create and promotes a positive work atmosphere by communicating in a cooperative manner, contributing to team efforts and modeling performance standards to accomplish results.

Promote the department's mission and vision through evidence based practices.

Investigate and attempt to resolve complaints made by clients, staff and vendors and follow-up as appropriate.

Monitors facility maintenance and reports problems, necessary repairs, or improvements to Facility and Property Management when appropriate. Ensures that the facility remains in compliance with fire and health codes.

IV. Nonessential Functions:

Ensures that the branch/program/facility is adequately staffed at all times.

Maintain statistical information on program outputs and prepare statistical reports as needed.

Contributes to and helps create a positive work atmosphere by behaving and communicating in a cooperative and amicable manner with supervisors, coworkers, subordinates and members of the public.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

V. Work Environment

While performing the duties of this job, the employee regularly works in an office setting.

VI. Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, feel or operate objects, tools or controls, and to reach with hands and arms. The employee is frequently required to stand, talk and hear.

V. Qualifications:

Mandatory:

Bachelor or Master's degree in criminal justice or related social science field.

Must possess the state mandated qualifications for a Community Supervision (Probation) Officer and become certified within 1 year.

Must meet the minimum requirements for access to CJIS information.

Must have 1 year supervisory experience in criminal justice or social services.

Must have a valid Texas Class C Automobile Operator's License and must be insurable under the Department's automobile insurance program.

Desirable:

Three (3) years of progressively responsible experience in Community Supervision or related field.

Minimum of two (2) years experience in the position of Supervisor in Criminal Justice.

Master's Degree in Public Administration, Criminal Justice Management or a related field.
Thorough knowledge of CJAD Standards & Policies.

VI. FLSA Status

Exempt.