

PROBATION INTAKE WORKER

DISTINGUISHING FEATURES OF THE CLASS:

This is a paraprofessional position in the Department of Probation involving the performance of intake services. The incumbent is responsible for interviewing individuals to determine the eligibility and suitability of a complaint for petitioning to Family Court, and to ascertain whether the issue can be resolved without Family Court intervention. The incumbent may also respond to an individual's crisis, make referrals to a variety of social agencies, and consult with professional probation staff when necessary. Work is performed under the direct supervision of a Probation Unit Administrator. Supervision is not a function of the class.

TYPICAL WORK ACTIVITIES:

1. Conducts intake interviews to determine the eligibility and suitability of an individual's complaint for petitioning to Family Court and to ascertain whether the issue can be resolved without Family Court intervention;
2. Answers questions concerning Family Court and related probation processes;
3. Refers interviewees to community agencies specializing in crisis situations and problem solving;
4. Maintains contact with police agencies, child protection agencies, battered women agencies and other community resources to keep abreast of current services available;
5. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of community social resources; working knowledge of the behavioral sciences; ability to learn Family Court laws and procedures; ability to deal with people under emotional stress; ability to communicate both orally and in writing; good judgement; emotional maturity; patience; compassion; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Completion of two years (60 credit hours) at a regionally accredited or New York State registered college or university;
- OR: (B) Graduation from high school or possession of a high school equivalency diploma and two years of work experience involved in the direct delivery of social or emotional support services;
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

PS4301

ADOPTED: 12/04/74 (Probation Assistant)

REVISED: 03/02/87