

Marion County Juvenile Court - Intake Officer (Full Time) Job Description

Exempt: Yes
Department: Juvenile Division
Reports To: Agency Director and Circuit Judge, Juvenile Division (D. Layton)
Location: Marion County Court Complex
Date Prepared/updated: March, 2025

GENERAL DESCRIPTION OF POSITION

Full time with On-Call rotation duties. Initial contact with the public for this agency. Screen all incoming referrals and distribute to appropriate officer. Investigate and gather information pertaining to all new complaints or reports. Conduct meetings with the juvenile and parents/guardians. Perform state mandated assessment surveys and distribute to all parties identified by statute. Maintain statistical data base through Context for all incoming delinquency matters. Gather information from community sources, witnesses, etc. If the juvenile is referred to court, affidavits and all other necessary paperwork and reports are filed for court appearances. Assess and monitor juvenile; behavior and activities during their supervision periods. Monitor for compliance with FINS agreement or Diversion contract as agreed such as: curfew, school attendance; community service; apology letters; counseling; and payment of restitution, fees and fines. Ensures juveniles meet at least once per month with his/her juvenile officer.

Conduct home checks as necessary and/or work with Probation Officers - checks on juveniles to ensure compliance with curfew and that appropriate supervision is being provided for the juvenile by the parent/guardian.

Review electronic monitoring reports to ensure juveniles' compliance. Perform drug test on juvenile and/or parents as necessary and/or ordered by the court.

Identify and facilitate appropriate out of home placements; i.e. Civilian Student Training Program, Job Corp., Division of Youth Services, host homes, group homes, treatment programs, etc.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Office Coordinator. Schedule office activities and appointments in order to maintain efficient operations among juvenile officers.

2. Communications. Effectively communicate with clients and the parents/guardians, law enforcement agencies, the courts, public schools, and the public in general via written communication, telephone, fax, e-mail, letters, and text messages, insuring proper tracking of such communications in statistical log and database. Effectively compose written communications for all officers in order to maximize office efficiency.

3. Create and constantly maintain accurate files and statistics via logs regarding the client base and accurately enter information into internal and state mandated database; including, but not limited to:

- New citations and intakes
- Case information on diversions, FINS, court cases and joint agreements
- Orders of the Court
- Evening checks on juveniles performed by the probation officer
- Client and parent/guardian contact information
- Electronic monitoring system (ankle monitors)
- Urinalysis (UA) testing for chemical and substances. Parents and juveniles.
- Office supply inventories.

4. Communicate frequently with law enforcement agencies in order to nurture an effective working relationship, obtaining citations, reports, etc. required for all juvenile officers.
5. Create a working relationship with area public schools in order to obtain school attendance records, grades, disciplinary issues, Individual Education Plans (IEP)/504 Plans/special education records on clients for all juvenile officers.
6. Work with all juvenile officers in preparation for Court.
7. Schedule and coordinate the transportation of all clients to detention, mental health appointments and out-of-home placements.
8. Prepare a monthly schedule of events taking place affecting our agency; to include employee time off, in-service dates, events, etc.
9. Perform any other related duties as required or assigned.
10. Community Service Coordinator - Coordinate community service requirements for clients to ensure completion of assigned hours; including assigning clients to the appropriate work site, ensuring the client and parent/guardian are made aware of the rules/regulations with regard to the juvenile's behavior, etc. while at the work site, ensuring completion of all required documentation and accurately entering hours completed in statistics log, juvenile files and database. Recruit work sites and train personnel regarding juvenile behavior expectations, background checks and the importance of documentation.
11. Investigate new referrals from law enforcement agencies, schools, mental health agencies and the general public of juveniles on supervision. Assist law enforcement immediately following juveniles arrest.
12. Conduct intensive interviews with juveniles and family members in order to compile a family background/social history. Maintain documentation on the juvenile's office visits, home visits, school visits and classes and meetings required under the Diversion/FINS agreement. Prepare and present reports to the Court as needed.
13. Facilitate placement on an emergency basis for juveniles who are homicidal, suicidal or gravely endangering themselves or others.
14. Provide truancy, behavior, and discipline assistance to the public and private schools in Marion County, as well as assisting with identification of an at-risk youth in need of preventive services.
15. Respond to calls as necessary on an on-call rotation basis with other Juvenile Officers (shared rotation between Baxter & Marion Counties).
16. Attend, provide information for, and participate in court proceedings involving first appearances, arraignments, hearings and trials.
17. Prepare court reports and affidavits on matters filed for court.
18. Ensure court petitions, summons, subpoenas and probable cause affidavits, etc. are prepared precisely and accurately for the Prosecuting Attorney.
19. Coordinate services with community agencies such as Department of Human Services, mental health agencies, home-based providers, and counseling agencies.

20. Assess crisis situations and make recommendations to solve immediate problems.
21. Enter data into state mandated database: Internal Court Connect; Contexte: Eflex and SAVRY (mandated family & juvenile comprehensive assessment), MAYSI-2 (suicide/behavior harmful to self or others assessment tool); OYAS (substance misuse) assessment survey; and CRAFFT (substance-related risks and problems).
22. Transport, as necessary, juveniles and family members to school, meetings, family visits, facility placements, etc.
23. Conduct abode searches with law enforcement as needed.
24. Maintain up-to-date knowledge of local, state and regional resources available for assisting juveniles and their families.
25. Attend public forums.
26. Attain and maintain juvenile officer certification as required by the State. (Administrative Office of the Courts (AOC).
27. Any other duties that are assigned or arise from state mandates.
28. Perform any other related duties as required or assigned by the Court.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Broad knowledge of such fields as finance, conflict resolution, mental health, knowledge of legal system, etc. Four-year college degree, plus 3 years related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals. Ability to effectively present information and respond to questions from groups of inquirers, clients, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as percentages, area, circumference. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Four-year College Degree, Arkansas Juvenile Officer Certification of 40 hours within one year of employment. Annual renewal certification with 12 hours continuing education. Licensed Notary; Licensed Process Server; Knowledge of Arkansas Juvenile Code 9-27-300-

SOFTWARE SKILLS REQUIRED

Advanced Skill level in the following: Database; Excel; Web knowledge, File Maker Pro software for agency records & statistics. Basic: Accounting, Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing.

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also, to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$1,000,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

Refer to Director

IMPACT ON END RESULTS

Refer to Director

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Somewhat disagreeable working conditions. Continuously exposed to one or two elements such as noise, intermittent standing, walking; and occasional pushing, carrying, or lifting. In and out of the elements due to responding to situations that require community contacts at the home or in the community as requested by law enforcement or required by the Court.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to sit; frequently required to use hands to finger, handle, or feel, talk or hear; and occasionally required to stand, walk, reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, night vision, and color vision.

ADDITIONAL INFORMATION

Interrelationships:

Juvenile clients and their parents/guardians

City, County and State law enforcement personnel

Court personnel

Prosecuting Attorney, Public Defenders, Attorney ad Litem

Mental health professionals

Juvenile Detention Facilities (JDC-Juvenile Incarceration)

ADDITIONAL INFORMATION(Cont'd)

Department of Human Services personnel
Placement facilities personnel; state and nationwide
Interstate Compact personnel
County school district administrators and personnel
School Resource Officers
Community work sites
Host home parents
Adult Probation Officers

PERFORMANCE STANDARDS:

Satisfactory performance will be achieved when:

- A. All juveniles are held responsible and accountable for their actions.
- B. Goals are implemented to assist the juvenile to become an educated, law-abiding citizen.
- C. Juveniles are monitored on a consistent basis to ensure Diversion/FINS contract conditions are in compliance.
- D. Confidentiality is strictly maintained.
- E. Case documentation is complete and accurate.
- F. Appropriate referrals are made for juveniles and their families.

POSITION QUALIFICATIONS:

- A. Education: Degree in Behavioral Sciences, Education, Social Services and Law Enforcement.
- B. Certification: Juvenile Officer Certification within one year of employment.
- C. Experience: Minimum of three years' juvenile justice, law enforcement; teaching/education, or counseling experience.