

Job Title	Probation/Pretrial Services Officer	CL27/28
Occupational Group*	Professional Line	

Job Summary

The U.S. Probation & Pretrial Services Officer is a mission critical position serving the U.S. District Court in the Eastern District of Arkansas. By statute, probation and pretrial services officers serve in a judiciary law enforcement position and assist in the administration of justice and promote community safety, gather information, supervise offenders/defendants, interact with collateral agencies, prepare reports, conduct investigations, and present recommendations to the court. Officers may guide the work of probation/pretrial services officer assistants and other staff. Officers perform duties that involve general pretrial services or probation cases. Irregular working hours, including weekend work, may be required to support the court and to assist defendants/offenders. In-state and out-of-state travel is required.

Representative Duties

- Conducts timely and thorough investigations by gathering, verifying, and analyzing information; contacts and interviews significant others, family members, and other collateral sources having relevant information for investigative/supervision purposes. Contacts require home visits and employment verifications.
- Accurately applies knowledge of the criminal justice system and Volume 8 of the Guide to Judiciary Policy to address investigations, enforce supervision conditions, and implement supervision strategies. Maintains a working knowledge of national, statutory, federal judiciary, and local court policies, procedures, and administrative practices, including, but not limited to, *Federal Rules of Criminal Procedures*, *U.S. Sentencing Guidelines*, Monographs, and relevant case law.
- Efficiently use a variety of automated resources and systems available for conducting financial audits and assessments, background checks, and criminal histories, and uses supporting information where required.
- Demonstrates a knowledge of electronic chronological tracking and maintains accurate records of case information/activity within the PACTS system. Utilizes required reports and forms for effective and proactive case management.
- Utilize evidence-based practice tools (i.e. Pretrial Risk Assessment Tool (PTRA), Post-Conviction Risk Assessment Tool (PCRA), STARR techniques, etc.) and analyzes reports (i.e. DSS, noncompliance) to achieve the maximum, measurable reduction in recidivism and appropriately evaluate risk. Assess offenders'/defendants' level of risk and develop a blend of risk management strategies for controlling and correcting risk.
- Enforce court-ordered supervision components and implement supervision strategies. Maintain personal contact with defendants/offenders through office and community contacts and by telephone, and thoroughly investigate employment, sources of income, lifestyle, and associates to assess risk and compliance.
- Make ongoing assessments of potential risk/needs, and develop appropriate objectives and strategies to maintain awareness, and achieve the desired outcomes and supervision goals. Address substance abuse, mental health, domestic violence, and similar problems and implement the necessary treatment or intervention, through assessment, monitoring, and counseling.
- Investigate and analyze financial documents and activities and take appropriate action. Interview victim(s) and provide victim impact statements to the court. Ensure compliance with *Mandatory Victims Restitution Act*.
- Responsible for enforcement of location monitoring conditions ordered by the court, including non-

traditional duty coverage and may perform location monitoring reintegration on behalf of the Bureau of Prisons.

- Schedule and conduct drug use detection tests and DNA collection of offenders/defendants, following established procedures and protocols. Maintain paper and computerized records of test results. Maintain chain of custody of urinalysis testing materials.
- Manage and address non-compliance by implementing monitoring, strategies which are individualized, realistic, purposeful, proportionate, and timely. Effectively identify and investigate violations and implement appropriate alternatives and sanctions. Report violations timely to appropriate authority, prepare written reports of violation matters, and make recommendations for disposition.
- Prepares appropriately for court hearings including collaboration with the U.S. Attorney's Office. Displays appropriate court etiquette and provides factual and relevant testimony.
- Submit timely and accurate written reports which are clear, concise, logical, and properly formatted. Written material thoroughly and objectively addresses all relevant issues for the decision makers, and recommendations are realistic and well supported. Guideline and statutory citations are accurate and consistent throughout reports and officer has knowledge of legal terminology relevant to the position.
- Demonstrates the ability to effectively communicate with colleagues, supervisor, and others, including judicial officers and collateral agency personnel or contacts. Listens and allows for feedback.
- Respond respectfully to constructive feedback from colleagues, supervisors and court officers. Utilize effective conflict resolution methods in order to resolve disagreements with other, office policy and/or procedures and management decisions. Replies timely to voicemail and email messages.
- Completes required safety and firearms training and complies with all National and local policies. Uses good judgment and safe practices while working in the community. Complies with office safety standards and acts appropriately to promote a safe office environment.
- Actively participates within workgroups, displays passion, completing assigned tasks, and fulfilling roles to assist the probation office in strategic planning and areas of specialization to carry out the mission and vision. Speaks honestly and directly providing peer-to-peer feedback within workgroups. Participate as a member in a workgroup(s) to assist the probation office in strategic planning and areas of specialization to carry out the mission and vision.
- Obtain required traditional and non-traditional field work hours.
- Comply with ethical and professional standards set forth by the Federal Judiciary and the district, including, but not limited to Code of Conduct for Judicial Employees, local Self-Reporting Policy, time and attendance, dress code, training requirements, and confidentiality protocols.
- Displays functional communication in all aspects of the job, including peer-to-peer feedback.
- Complete other relevant duties, as assigned.

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

Probation, Pretrial Services and Law Enforcement

- Knowledge of the roles and functions of the federal probation and/or pretrial services offices, including the legal requirements, practices and procedures used in probation, parole, and/or pretrial services. Knowledge of the roles, responsibilities, and relationships among the federal courts, U.S. Parole Commission, U.S. Marshals Service, Bureau of Prisons, U.S. Attorney's Office, Federal Public Defender's Office, and other organizations.
- Knowledge of how other judicial processes and procedures relate to the officer's roles and responsibilities. Knowledge of federal law and the criminal justice system particularly as it relates

to federal probation and pretrial services, and parole policies and procedures. Knowledge of surrounding community and available community resources.

- Knowledge of investigative techniques and skill in investigating offenders'/defendants' backgrounds, activities, finances, and determining legitimacy of their income. Knowledge of the *Bail Reform Act*. Knowledge of negotiation and motivation techniques.
- Knowledge of sentencing guidelines, statutes, *Federal Rules of Criminal Procedure* and applicable case law. Knowledge of legal terminology. Ability to apply changes in the law as appropriate. Knowledge of techniques in supervising offenders/defendants. Skill in supervising offenders/defendants, risk assessment, and developing appropriate alternatives and sanctions to non-compliant behavior.
- Skill in conducting legal research related to varied complex and difficult legal issues while supervising offenders/defendants. Skill in analyzing and summarizing legal concepts and issues. Skill in legal reasoning and critical thinking. Skill in dealing with violent and/or difficult people. Skill in counseling offenders/defendants to maintain compliance to conditions of their release. Skill in evaluating and applying sentencing guidelines. Ability to discern deception and act accordingly. Ability to follow safety procedures.
- Ability to compile and summarize information (such as background checks and criminal histories) within established time-frames.
- Ability to organize, prioritize work schedule, work independently with little or no supervision, and to exercise discretion. Ability to work under pressure of short deadlines.

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

- Skill in communicating (orally and in writing) and working with judges, attorneys, other law enforcement agencies, and correctional agencies. Ability to interact and communicate effectively with people of diverse backgrounds, including law enforcement and collateral agency personnel at different government levels, community service providers, and offenders/defendants. Ability to interview and establish rapport with contacts at collateral agencies, offenders/defendants and their families/support systems, and others for the purpose of supervision and investigation.

Information Technology and Automation

- Skill in the use of automated equipment including mobile devices, word processing, spreadsheet, and database applications, and various other types of software. Ability to utilize computer software and automated systems to perform record checks, record urinalysis results, compile criminal history information, and similar activities. Ability to learn and adapt to changing technologies related to supervising offenders/defendants. Skill in interpreting and analyzing data from a variety of investigative databases.

Factor 2 – Expected Competencies for Professional Development

- Develop *Confidence in Decision Making*, including, but not limited to, the ability to make and execute well-reasoned case-related decisions even when those decisions are difficult or unpopular.
- Knowledge of *Critical Analysis*, or the ability to examine information to determine its accuracy, veracity, quality, and value to the court. Ability to assess motivations, assumptions, and beliefs, and the ability to organize and combine information to draw conclusions and form new ideas.
- Exhibit *Everyday Leadership* abilities which motivate and influence others to contribute to achieving the goals of the system and the district.
- Demonstrate *Investigative Objectivity*, or the ability to develop a practice of impartiality in the process of gathering facts, evaluating information, and presenting information to the court.

- Demonstrate *Proactive Planning*, the ability to develop a practice of considering the future impact of case-related decisions and actions on the individual supervisee and on the community as a whole.
- Demonstrate *Resilience*, or the ability to maintain purpose, effectiveness, and mission-focus in challenging situations.
- Develop *Role Awareness*, or the commitment to the deliberate, intentional performance of all pretrial services and probation activities in a way that is consistent with the values of the system, the district, and the ethical canons that apply to the position.
- *Understand and Apply Evidence Based Practices* to ensure the protection of the community and provide meaningful opportunities for offenders/defendants to change by implementing current research strategies showing the biggest impact to reducing recidivism.
- Demonstrate *Team Orientation*, including the commitment to combining efforts with others in furtherance of the district's goals.
- Exhibit *Workload Management*, or the delivery of high-quality performance on assigned tasks in a timely, efficient, and complete manner.
- Demonstrate *Communication*, conveying oral and written information in a clear, concise, and understandable manner.

Factor 3 – Primary Job Focus and Scope

The primary focus of the job is to fulfill statutory requirements to conduct pretrial and pre-sentence investigations, supervise offenders/defendants, make recommendations to the court, evaluate needs and conditions and maximize compliance for the purpose of ensuring community safety. A proper recommendation to the court maximizes the protection to the public. Society benefits from successful supervision and the use of detention alternatives by saving the costs of incarceration.

Factor 4 – Complexity and Decision Making

The job involves making independent decisions within the context of professional standards, broad policies, and general goals. Probation/pretrial services officers at this level gather and analyze information to determine or recommend the best course of action.

Factor 5- Work Parameters

The incumbent works under general direction from the Supervisory Probation Officer. The incumbent requires minimal supervision. The incumbent works within specified or negotiated time frames to complete assignments. The incumbent must communicate with other organizations and persons such as Bureau of Prisons, local and state law enforcement, treatment agencies/providers, and attorneys concerning defendant's/offender's behavior and conditions of supervision. Identify and investigate violations and implement appropriate alternatives and sanctions. Report violations of the conditions of supervision to the appropriate authorities. Prepare written reports of violation matters, and make recommendations for disposition.

Factor 6A – Interactions with Judiciary Contacts

The primary judiciary contacts are other probation/pretrial services staff, judicial officers and staff of other court units for the purpose of conducting investigations, and maintaining accurate and up-to-date information in case files.

Factor 6B – Interactions with External Contacts

The primary external contacts are offenders/defendants and their families, other government agencies, U.S Attorney's Office, U.S. Marshals, Bureau of Prisons, Parole Commission, attorneys, public safety/law enforcement officials, treatment providers, victims, and other members of the community for

the purpose of investigating offenders'/defendants' backgrounds, obtaining and verifying arrest information, drafting sentencing guidelines, and similar activities.

Factor 7 – Work Environment and Physical Demands

Work is performed in an office setting and in the community and may be subject to variable hours, including nights and weekends. Work requires regular contact with people who 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/environments where illegal activities and violence may occur). The duties of probation and pretrial services officers require the investigation and management of alleged criminal offenders or convicted offenders who present physical danger to officers and to the public. In the supervision, treatment, and control of these offenders, these duties require moderate to arduous physical exercise, including prolonged periods of walking and standing, physical dexterity and coordination necessary for officer safety, and use of self-defense tactics.

*Occupational Group:

Operational Court Support Positions = **O**

Administrative Court Support Positions = **A**

Professional Administrative Positions = **PA**

Professional Line Positions = **PL**