

Civil Service Commission



Jed Nicholson *Commission President, District 1*

Lesley Santos *District 2*

Erica Baltodano *Commission Vice President, District 3*

David Warren *District 4*

Robert Bergman *District 5*

Tami Douglas-Schatz *Commission Secretary*

AGENDA

County of San Luis Obispo Civil Service Commission Regular Session Meeting

Wednesday, April 26, 2023 @ 9:00 a.m.

1055 Monterey Street, Suite D-271, San Luis Obispo, CA 93408

1. Call to Order / Flag Salute / Roll Call

2. Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

3. Minutes

The following draft minutes are submitted for approval:

- a. March 22, 2023
- b. April 6, 2023

4. Reports

Commission President
Commission Counsel
Commission Outside Counsel
Commission Secretary

5. Request to Approve by Consent:

- a. Application of approved preamble language to minimum qualifications and ability to identify and remove or replace language describing allowed formulaic substitutions

6. Request to Approve Revised Job Specification(s):

- a. Sheriff's Dispatch Manager
- b. Probation Department Class Specifications

7. Public Comment on Closed Session Item

Civil Service Commission

Members of the public wishing to address the Civil Service Commission on Closed Session matters agendaized here may do so when recognized by the President. Presentations are limited to three minutes per individual.

- 8. CLOSED SESSION: Conference with County Labor Negotiator regarding Civil Service Rule Update. (Gov Code Section 54957.6):** Agency designated representative: Tami Douglas-Schatz, or designee

- 9. Adjournment**

Civil Service Commission



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Tami Douglas-Schatz *Commission Secretary*

Minutes

County of San Luis Obispo Civil Service Commission Regular Session Meeting

Wednesday, March 22, 2023 @ 9:00 a.m.

1055 Monterey Street, Suite D-271, San Luis Obispo, CA 93408

Present: Commissioners: Vice President Baltodano, Commissioner Bergman, Commissioner Santos, Commissioner Warren
Staff: Commission Secretary Tami Douglas-Schatz
Commission Clerk Shaley Salsbury
County Counsel: Jon Ansolabehere

Absent: Commissioners: President Nicholson
Outside Counsel: Steve Simas

1. Call to Order / Flag Salute / Roll Call

Commission Vice President Baltodano called the meeting to order at 9:02am and led the flag salute. Roll was called. President Nicholson was absent.

2. Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the Vice President. Presentations are limited to three minutes per individual. There were no public comments.

3. Minutes

The following draft minutes are submitted for approval:

- a. January 25, 2023

Civil Service Commission

The minutes for January 25, 2023, were considered. Commissioner Warren requested that the minutes were amended to include the specific preamble language approved in item 7 of the agenda, **"A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:"** Commissioner Warren motioned to approve the minutes with the amendment. Commissioner Baltodano seconded the motion. The motion to approve the minutes with amendment passed 4-0-1.

4. Reports

Commission Vice President - None

Commission Counsel - None

Commission Outside Counsel - Absent

Commission Secretary - None

Principal Human Resources Analyst Frank Stapleton reported no current scheduling related to hearings, and stated that there was one pending appeal.

5. Request to Approve New Job Specification(s):

- a. Payroll Technician - Confidential

Human Resources Analysts Lynsey Bond and Stephanie Nute presented the new proposed specification. Vice President Baltodano requested clarification regarding the term "confidential." Ms. Nute clarified that the designation of "confidential" references classifications of employees with access to labor negotiation information and strategy, therefore employees under these classifications are unrepresented. Human Resources Deputy Director Mark Zeltmann clarified that the vote on this item would be to approve the new specification and to eliminate the Accounting Technician - Confidential specification. Commissioner Santos motioned to approve the new specification and eliminate the Accounting Technician - Confidential specification. Commissioner Warren seconded the motion to approve. The motion passed 4-0-1.

6. Request to Approve Revised Job Specification(s):

- a. Grounds Restoration Specialist

Human Resources Analyst Miranda Wall presented the revised job specification. Due to the emergency storm response, department staff were not in attendance. Commissioner Bergman suggested that the specification was amended to change "Class A" to "Commercial" license. Commissioner Baltodano requested line 50 of page 6a.008 was revised eliminate the repetition of the word "knowledge." Commissioner Bergman motioned to approve the revised specification with amendment. Commissioner Baltodano seconded the motion. The motion to approve as amended passed 4-0-1.

7. Request to Approve Revised Language for Minimum Qualifications

- a. Safety position classifications described in Government Code 1031

Civil Service Commission

Commissioner Bergman suggested that the Commission discuss the 12 specifications as one item. The Commissioners unanimously agreed. Human Resources Analyst Lynsey Bond introduced the revisions to the minimum qualifications of 12 impacted classifications with Human Resources Analyst for the Sheriff's Department, Chrystal Pope. Ms. Bond stated that these revisions would align the classifications with recently updated government codes regarding minimum age and citizenship. Commissioner Bergman motioned to approve the revisions to the specifications as written. Commissioner Santos seconded the motion. The motion to approve passed 4-0-1.

8. Public Comment on Closed Session Item

Members of the public wishing to address the Civil Service Commission on Closed Session matters agendaized here may do so when recognized by the President. Presentations are limited to three minutes per individual. Hearing no public comment, Vice President Baltodano moved to Closed Session.

9. CLOSED SESSION: Conference with County Labor Negotiator regarding Civil Service Rule Update. (Gov Code Section 54957.6): Agency designated representative: Tami Douglas-Schatz, or designee

Vice President Baltodano stated that there was no reportable action in Closed Session.

10. Adjournment

Vice President Baltodano adjourned the meeting 10:18.

**** Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.***

Civil Service Commission



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David Warren *District 4*
Robert Bergman *District 5*

Tami Douglas-Schatz *Commission Secretary*

Minutes

County of San Luis Obispo Civil Service Commission Special Session Meeting

Thursday April 6, 2023 @ 1:30 p.m.

1055 Monterey Street, Suite D-271, San Luis Obispo, CA 93408

Present: Commissioners: President Nicholson, Vice President Baltodano, Commissioner Bergman, Commissioner Santos, Commissioner Warren

Staff: Commission Secretary Tami Douglas-Schatz
Commission Clerk Shaley Salsbury

County Counsel: Jon Ansolabehere
Outside Counsel: Steve Simas

Absent: None

1. Call to Order / Flag Salute / Roll Call

Commission Vice President Baltodano called the meeting to order at 1:33pm and led the flag salute. Roll was called. All Commissioners were present.

2. Public Comment on Closed Session Item

Members of the public wishing to address the Civil Service Commission on Closed Session matters agendized here may do so when recognized by the President. Presentations are limited to three minutes per individual. Hearing no public comment, President Nicholson moved to Closed Session.

3. CLOSED SESSION: Conference with County Labor Negotiator regarding Civil Service Rule Update. (Gov Code Section 54957.6): Agency designated representative: Tami Douglas-Schatz, or designee

President Nicholson stated that there was no reportable action in Closed Session.

Civil Service Commission

4. Adjournment

President Nicholson adjourned the meeting 2:32pm.

**** Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.***

DRAFT



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF HUMAN RESOURCES

Tami Douglas-Schatz *Director*

TO: Civil Service Commission

DATE: April 26, 2023

FROM: Michael Hobbs, Principal Human Resources Analyst

SUBJECT: Approval for Human Resources to add the education and experience requirement preamble language approved at the January 25, 2023, meeting, and for Human Resources to identify and remove or revise language describing allowed formulaic substitutions where appropriate.

RECOMMENDATION

It is recommended that the Civil Service Commission 1) grant approval to Human Resources to add the education and experience requirement preamble language approved at the January 25, 2023, meeting, and 2) grant approval for Human Resources to identify and remove or revise language describing allowed formulaic substitutions where appropriate.

BACKGROUND

On January 25, 2023, Human Resources gave a presentation to the Civil Service Commission on an overview of recruitment, selection, learning and development and the impacts of the minimum qualification pattern. During that presentation it was discussed how the current minimum qualification language in place for the majority of the County's classification specifications reduces the County's pool of qualified applicants by presenting unnecessary barriers to entry and promotion, how there is a need for a change in the application of minimum qualifications in order to attract candidates who may have attained the necessary knowledge and skills through varied routes, and how the current minimum qualifications tend to disproportionately exclude women and minorities, among other examples.

During that meeting, the Commission approved Human Resources' recommendation to:

- 1) Approve amendment of all applicable existing specifications via consent agenda by adding the preamble below to the minimum qualifications:

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes: and;

- 2) Approve the preamble to all new specifications brought before the commission for approval.

DISCUSSION

Following the January 25, 2023, meeting, Human Resources reviewed the County's classification specifications and identified the specifications included in Attachment A to add the approved preamble language. This language will be added immediately below the Education and Experience heading of the classification specifications. This list represents approximately seventy-one percent of the total County classification specifications. Additionally, it will be necessary for Human Resources to identify and remove language describing allowed formulaic substitutions where appropriate, as this language will no longer be necessary and may cause confusion given the new preamble language. Some examples of the recommended changes are shown below:

Sheriff's Property Officer

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

Graduation from high school or possession of a General Education Development (G.E.D.) Certificate; AND EITHER A: Two years of experience in law enforcement including experience in recordkeeping or storekeeping; OR B: One year of experience as a Storekeeper II, or an equivalent position.

Accounting Technician

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

*Either A: Four years of experience as an Account Clerk or equivalent position **is required;***

Or B: Two years of experience as a Senior Account Clerk or an equivalent position; ~~(Successful completion of six (6) semester units of a professional accounting curriculum from an accredited institution may be substituted for one year of the required experience for either A or B above.)~~

Or C: An A.S. degree from an accredited college which includes 6 semester units of Accounting.

The remaining twenty-nine percent of County classification specifications are under further review to determine if the preamble language is appropriate for those classifications. Any changes to the minimum qualifications of those remaining classifications will be brought to the Commission for approval at a later date.

It is recommended that the Commission grant approval to Human Resources to add the preamble language and to identify and remove language describing allowed formulaic substitutions where appropriate to the minimum qualifications of the classification specifications listed in Attachment 1 and as shown in the examples above.

OTHER AGENCY INVOLVEMENT

All County departments reviewed these recommended changes to the classifications in their departments. The classifications shown in Attachment A are in unrepresented bargaining units and bargaining units for the Deputy Sheriff's Association (DSA) and San Luis Obispo County Employees Association (SLOCEA). These proposed changes were reviewed by both the DSA and SLOCEA. County departments, DSA, and SLOCEA concur with these recommended changes.

RESULTS

Approval of these recommendations will allow Human Resources to revise the minimum qualifications of the specifications listed in Attachment A, which will remove artificial barriers to hiring qualified candidates and for existing employees to promote to higher-level positions, thereby allowing the County to attract new candidates who may have attained the necessary skills through alternative routes and to retain current employees by providing more opportunities for them advance in their careers.

ATTACHMENTS:

1. List of Classifications for New Minimum Qualification Language

Attachment 1 - List of Classifications for New Minimum Qualification Language

Job ID	Object name	BU
813	4-H PROGRAM ASSISTANT	BU13
911	ACCOUNT CLERK	BU13
905	ACCOUNTANT I	BU07
906	ACCOUNTANT II	BU07
907	ACCOUNTANT III	BU07
914	ACCOUNTING TECHNICIAN	BU13
913	ACCOUNTING TECHNICIAN-CONF	BU11
8885	ADMIN ANALYST AIDE	BU01
8887	ADMIN ANALYST AIDE-CONF.	BU11
8884	ADMIN ANALYST I	BU07
8883	ADMIN ANALYST II	BU07
8882	ADMIN ANALYST III	BU07
8795	ADMIN SERVICES MANAGER	BU07
8891	ADMIN SERVICES OFFICER I	BU07
8892	ADMIN SERVICES OFFICER II	BU07
2204	ADMINISTRATIVE ASST AIDE	BU13
2201	ADMINISTRATIVE ASST I	BU13
2221	ADMINISTRATIVE ASST I-CONF	BU11
2202	ADMINISTRATIVE ASST II	BU13
2222	ADMINISTRATIVE ASST II-CONF	BU11
2203	ADMINISTRATIVE ASST III	BU13
2223	ADMINISTRATIVE ASST III-CONF	BU11
2731	AGR/WEIGHTS & MEASURES TECH I	BU01
819	AGRICULTURAL INSP/BIOLOGIST III	BU01
2730	AGRICULTURAL RESOURCE SPEC	BU01
1403	AIRPORT OPERATIONS SUPERVISOR	BU05
300251	AIRPORT TERMINAL SERVICES WORKER	BU02
1406	AIRPORTS MAINTENANCE WORKER	BU02
1422	ANIMAL CONTROL LEAD OFFICER	BU05
1423	ANIMAL SHELTER REGISTERED VETERINARY	BU01
718	APPRAISER TRAINEE	BU01
624	ARCHITECTURAL TECHNICIAN	BU01
941	ASSESSMENT ANALYST I	BU07
942	ASSESSMENT ANALYST II	BU07
943	ASSESSMENT ANALYST III	BU07
8894	ASSESSMENT ANALYST TRAINEE	BU01
8948	ASSESSMENT MANAGER	BU07
658	ASSESSMENT TECH SUPERVISOR	BU05
894	ASSESSMENT TECHNICIAN I	BU01
895	ASSESSMENT TECHNICIAN II	BU01
896	ASSESSMENT TECHNICIAN III	BU01

Attachment 1 - List of Classifications for New Minimum Qualification Language

Job ID	Object name	BU
897	ASSESSMENT TECHNICIAN IV	BU01
300428	ASSISTANT DEPUTY CLERK OF THE BOARD-C	BU11
623	ASSOCIATE REAL PROPERTY AGENT	BU01
395	ASST DIRECTOR PARKS & RECREATION	BU08
394	ASST DIRECTOR-CHILD SUPPORT SERV	BU08
391	ASST DIRECTOR-PLANNING AND BLD	BU08
1001	ASST LIBRARY DIRECTOR	BU08
1502	ASST SOCIAL SERVICES DIRECTOR	BU08
9624	ASST WATER SYS SUPERINTENDENT	BU05
2053	AUDITOR-ANALYST I	BU07
2054	AUDITOR-ANALYST II	BU07
2055	AUDITOR-ANALYST III	BU07
2056	AUDITOR-ANALYST TRAINEE	BU07
712	AUDITOR-APPRAISER I	BU07
710	AUDITOR-APPRAISER II	BU07
708	AUDITOR-APPRAISER III	BU07
9653	AUTO MECHANIC I	BU02
300081	B.H. SPECIALIST III	BU01
300076	B.H. WORKER I	BU01
300077	B.H. WORKER II	BU01
1606	BUILDING DIVISION SUPERVISOR	BU05
1601	BUILDING INSPECTOR I	BU01
1602	BUILDING INSPECTOR II	BU01
1603	BUILDING INSPECTOR III	BU01
1301	BUILDING MAINT SUPT	BU07
300501	BUILDING MAINTENANCE MANAGER	BU07
1701	BUILDING PLANS EXAMINER I	BU01
1702	BUILDING PLANS EXAMINER II	BU01
1703	BUILDING PLANS EXAMINER III	BU01
300228	BUSINESS SYSTEMS ANALYST I	BU07
300229	BUSINESS SYSTEMS ANALYST II	BU07
300230	BUSINESS SYSTEMS ANALYST III	BU07
2181	BUYER I	BU01
2182	BUYER II	BU01
1353	CAPITAL PLANNING/FACILITIES MANAGER	BU07
9783	CHIEF DEPUTY PROBATION OFFICER	BU08
300454	CHIEF INFORMATION SECURITY OFFICER	BU08
2902	CHIEF WATER TRT PLANT OPER-GR4	BU05
9621	CHILD SUPPORT SPECIALIST I	BU01
9622	CHILD SUPPORT SPECIALIST II	BU01
9682	CHILD SUPPORT SPECIALIST III	BU01

Attachment 1 - List of Classifications for New Minimum Qualification Language

Job ID	Object name	BU
2903	CIVIL ENGINEERING TECH AIDE	BU01
648	CIVIL ENGINEERING TECH I	BU01
650	CIVIL ENGINEERING TECH II	BU01
652	CIVIL ENGINEERING TECH III	BU01
2552	CLERK-RECORDER ASSISTANT II	BU13
2553	CLERK-RECORDER ASSISTANT III	BU13
2554	CLERK-RECORDER ASSISTANT IV	BU05
3501	COLLECTIONS OFFICER I	BU01
9632	COMM DISEASE INVESTIGATOR	BU01
9677	COMMUNICATIONS MANAGER	BU07
959	COMMUNICATIONS TECHNICIAN I	BU01
9421	COMMUNITY HEALTH NURSE II	BU01
970	COMPUTER SYST TECH AIDE-CONF	BU11
987	COMPUTER SYST TECH I-CONF	BU11
988	COMPUTER SYST TECH II-CONF	BU11
1989	COMPUTER SYST TECH III-CONF	BU11
1341	COOK I	BU01
1340	COOK II	BU01
1350	COOK III	BU01
524	CORRECTIONAL NURSE SUPERVISOR	BU05
346	CORRECTIONAL TECHNICIAN	BU13
300055	CORRECTIONAL TECHNICIAN I	BU13
300056	CORRECTIONAL TECHNICIAN II	BU13
350	CRIME PREVENTION SPECIALIST	BU21
410	CROSS CONNECTION INSPECTOR	BU01
300502	CUSTODIAL OPERATIONS MANAGER	BU07
1335	CUSTODIAN	BU02
982	DATA ENTRY OPERATOR III-CONF	BU11
280	DEPARTMENT ADMINISTRATOR	BU07
8903	DEPARTMENTAL AUTOMA SPEC I	BU01
8904	DEPARTMENTAL AUTOMA SPEC II	BU01
8906	DEPARTMENTAL AUTOMA SPEC III	BU01
300426	DEPT INFORMATION TECHNOLOGY MANAG	BU07
2011	DEPT PERSONNEL TECH-CONF	BU11
2010	DEPT PERSONNEL TECHNICIAN	BU13
300227	DEPUTY CLERK OF THE BOARD	BU07
300451	DEPUTY DIR-AUD CONT TREAS TAX PUB ADI	BU08
1401	DEPUTY DIRECTOR - AIRPORTS	BU08
300301	DEPUTY DIRECTOR - CLERK RECORDER	BU08
300302	DEPUTY DIRECTOR - REGISTRAR	BU08
300453	DEPUTY DIRECTOR-INFORMATION TECHNO	BU08

Attachment 1 - List of Classifications for New Minimum Qualification Language

Job ID	Object name	BU
666	DEPUTY DIRECTOR-PUBLIC WORKS	BU08
3005	DEPUTY DIR-HEALTH AGENCY	BU08
8957	DEPUTY DIR-HUMAN RESOURCES	BU08
300202	DEPUTY DIR-SOCIAL SERVICES	BU08
680	DIV MGR - ADMINISTRATIVE OFFICE	BU08
2052	DIV MGR-AUDITOR CONTROLLER	BU08
684	DIV MGR-DISTRICT ATTORNEY	BU07
300576	DIV MGR-HOMELESS SERVICES	BU07
664	DIV MGR-ROAD MAINTENANCE	BU07
693	DIV MGR-SOCIAL SERVICES	BU07
2558	DIV SUPV-CLERK RECORDER	BU05
300052	DIVISION MANAGER-PUBLIC WORKS	BU07
380	ECONOMIC CRIME OFFICER I	BU01
381	ECONOMIC CRIME OFFICER II	BU01
382	ECONOMIC CRIME OFFICER III	BU01
383	ECONOMIC CRIME TECHNICIAN I	BU01
384	ECONOMIC CRIME TECHNICIAN II	BU01
844	EMERGENCY SERV COORD I	BU07
845	EMERGENCY SERV COORD II	BU07
846	EMERGENCY SERV COORD III	BU07
300152	EMERGENCY SERVICES MANAGER	BU07
1544	EMPLOYMENT/RESOURCE SPEC I	BU01
1545	EMPLOYMENT/RESOURCE SPEC II	BU01
1546	EMPLOYMENT/RESOURCE SPEC III	BU01
1547	EMPLOYMENT/RESOURCE SPEC IV	BU01
877	ENVIR COORDINATOR	BU07
8415	ENVIR HEALTH SPECIALIST III	BU01
2803	ENVIR RESOURCE SPECIALIST	BU01
300503	ENVIRONMENTAL HEALTH TECHNICIAN	BU01
300103	ENVIRONMENTAL SPECIALIST I	BU01
300102	ENVIRONMENTAL SPECIALIST II	BU01
300101	ENVIRONMENTAL SPECIALIST III	BU01
437	EPIDEMIOLOGIST	BU07
1121	EQUIPMENT MECHANIC I	BU02
1120	EQUIPMENT MECHANIC II	BU02
300526	EXECUTIVE ASSISTANT TO THE BOS	BU11
1314	FACILITY MAINT MECHANIC I	BU02
1316	FACILITY MAINT MECHANIC II	BU02
1315	FACILITY MAINT MECHANIC III	BU02
780	FINANCIAL ANALYST I	BU07
781	FINANCIAL ANALYST II	BU07

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Job ID	Object name	BU
782	FINANCIAL ANALYST III	BU07
2300	FLEET MANAGER	BU07
2303	FLEET SERVICE WRITER	BU02
2301	FLEET SHOP SUPERVISOR	BU05
354	FOOD SERVICE SUPV CORRECTIONS	BU05
300427	FORENSIC AUTOPSY TECHNICIAN	BU01
146	GEOGRAPHIC INFO SYSTEMS ANALYST I	BU01
147	GEOGRAPHIC INFO SYSTEMS ANALYST II	BU01
8972	GEOGRAPHIC INFO SYSTEMS PROGRAM MA	BU07
1212	GOLF COURSE SUPERINTENDENT	BU07
1217	GOLF COURSE SUPERVISOR	BU05
1242	GREENSKEEPER AIDE	BU02
1243	GREENSKEEPER I	BU02
1244	GREENSKEEPER II	BU02
1106	GROUNDS RESTORATION SPECIALIST	BU02
300276	HEALTH EDUCATION SPECIALIST I	BU01
562	HEALTH INFORMATION TECH III	BU13
874	HUMAN RESOURCES ANALYST I	BU07
873	HUMAN RESOURCES ANALYST II	BU07
864	HUMAN RESOURCES ANALYST III	BU07
300203	HUMAN RESOURCES TECHNICIAN I-CONFID	BU11
2110	HUMAN RESOURCES TECHNICIAN II-CONFID	BU11
2252	INFORMATION TECHNOLOGY MANAGER	BU07
2268	INFORMATION TECHNOLOGY PROJECT MGR	BU07
2269	INFORMATION TECHNOLOGY PROJECT MGR	BU07
2270	INFORMATION TECHNOLOGY PROJECT MGR	BU07
300178	INFORMATION TECHNOLOGY SPECIALIST I	BU01
300182	INFORMATION TECHNOLOGY SPECIALIST I-C	BU11
300179	INFORMATION TECHNOLOGY SPECIALIST II	BU01
300183	INFORMATION TECHNOLOGY SPECIALIST II-	BU11
2267	INFORMATION TECHNOLOGY SUPERVISOR	BU07
300177	INFORMATION TECHNOLOGY TECHNICIAN	BU01
300181	INFORMATION TECHNOLOGY TECHNICIAN-	BU11
300455	LABORATORY TECHNICIAN I	BU01
300456	LABORATORY TECHNICIAN II	BU01
2806	LAND USE TECHNICIAN	BU01
8974	LEAD HEALTH EDUCATION SPECIALIST	BU01
2230	LEGAL CLERK	BU13
2235	LEGAL CLERK-CONF	BU11
1024	LIBRARIAN	BU01
1003	LIBRARIAN I	BU01

Attachment 1 - List of Classifications for New Minimum Qualification Language

Job ID	Object name	BU
1004	LIBRARIAN II	BU05
1011	LIBRARIAN III	BU05
1013	LIBRARY ASSISTANT	BU01
1020	LIBRARY ASSOCIATE I	BU01
1021	LIBRARY ASSOCIATE II	BU01
1022	LIBRARY ASSOCIATE III	BU01
1026	LIBRARY BRANCH MANAGER	BU05
210	LIBRARY DIRECTOR	BU09
1018	LIBRARY SUPPORT SERVICES MANAGER	BU07
543	LICENSED VOCATIONAL NURSE	BU01
1312	LOCKSMITH I	BU02
1311	LOCKSMITH II	BU02
8568	M.H. PRE-LICENSED NURSE	BU01
1307	MAINTENANCE PAINTER I	BU02
1308	MAINTENANCE PAINTER II	BU02
2257	NETWORK ENGINEER I	BU07
2258	NETWORK ENGINEER II	BU07
2259	NETWORK ENGINEER III	BU07
1711	NETWORK HARDWARE SPECIALIST I	BU01
457	NURSE PRACTITIONER/PHYS ASST	BU01
2238	PARALEGAL	BU01
1203	PARK OPERATIONS COORDINATOR	BU01
1223	PARK RANGER AIDE	BU02
1222	PARK RANGER I	BU02
1221	PARK RANGER II	BU02
1220	PARK RANGER III	BU02
1210	PARK RANGER SPECIALIST	BU02
1251	PARKS SUPERINTENDENT	BU07
8538	PATIENT SVCS REPRESENTATIVE	BU01
572	PHYS OR OCCUPATIONAL THER II	BU01
2800	PLANNER I	BU01
2801	PLANNER II	BU01
2802	PLANNER III	BU01
8886	PRINCIPAL ADMIN ANALYST	BU07
722	PRINCIPAL AUDITOR-ANALYST	BU07
2804	PRINCIPAL ENVIR SPECIALIST	BU07
770	PRINCIPAL FINANCIAL ANALYST	BU07
8952	PRINCIPAL HUMAN RESOURCES ANALYST	BU07
326	PROBATION ASSISTANT	BU01
1583	PROGRAM MANAGER I	BU07
1584	PROGRAM MANAGER II	BU07

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Job ID	Object name	BU
613	PROJECT MANAGER I	BU01
615	PROJECT MANAGER II	BU01
619	PROJECT MANAGER III	BU01
614	PROPERTY MANAGER	BU07
587	PROPERTY TRANSFER TECH I	BU01
588	PROPERTY TRANSFER TECH II	BU01
589	PROPERTY TRANSFER TECH III	BU01
525	PSYCHOLOGIST	BU01
422	PUBLIC HEALTH AIDE I	BU01
423	PUBLIC HEALTH AIDE II	BU01
1348	PUBLIC HEALTH NUTRITIONIST II	BU01
300352	PUBLIC INFORMATION SPECIALIST I	BU07
300353	PUBLIC INFORMATION SPECIALIST II	BU07
300354	PUBLIC INFORMATION SPECIALIST III	BU07
1115	PUBLIC WORKS LEADWORKER	BU02
1112	PUBLIC WORKS SECTION SUPV	BU05
1105	PUBLIC WORKS WORKER I	BU02
1117	PUBLIC WORKS WORKER II	BU02
1119	PUBLIC WORKS WORKER III	BU02
1019	REGIONAL LIBRARIAN	BU07
300176	REGISTERED DENTAL HYGIENIST	BU01
1708	RESOURCE PROTECTION SPEC I	BU01
1709	RESOURCE PROTECTION SPEC II	BU01
1710	RESOURCE PROTECTION SPEC III	BU01
642	RIGHT-OF-WAY AGENT	BU07
9657	RISK MGMT ANALYST I	BU07
9658	RISK MGMT ANALYST II	BU07
9663	RISK MGMT ANALYST III	BU07
2807	SAFETY COORDINATOR - PUBLIC WORKS	BU07
883	SECRETARY I	BU13
886	SECRETARY I-CONFIDENTIAL	BU11
884	SECRETARY II	BU13
925	SECRETARY-CONFIDENTIAL	BU11
339	SHERIFF'S CADET	BU21
375	SHERIFF'S CORRECTIONAL DEPUTY	BU03
300090	SHERIFF'S DISPATCH SUPERVISOR	BU14
8973	SHERIFF'S FORENSIC LABORATORY SPECIAL	BU21
2594	SHERIFF'S FORENSIC SPECIALIST	BU21
348	SHERIFF'S PROPERTY OFFICER	BU21
377	SHERIFF'S RECORDS MANAGER	BU07
376	SHERIFF'S SENIOR CORRECTIONAL DEPUTY	BU03

Attachment 1 - List of Classifications for New Minimum Qualification Language

Job ID	Object name	BU
1531	SOCIAL SVCS INVESTIGATOR	BU01
1555	SOCIAL SVCS PROGRAM REVW SPEC	BU01
1509	SOCIAL WORKER AIDE I	BU01
1510	SOCIAL WORKER AIDE II	BU01
1511	SOCIAL WORKER AIDE III	BU01
1536	SOCIAL WORKER I	BU01
1532	SOCIAL WORKER II	BU01
1524	SOCIAL WORKER III	BU01
1519	SOCIAL WORKER IV	BU01
2264	SOFTWARE ENGINEER I	BU07
2265	SOFTWARE ENGINEER II	BU07
2266	SOFTWARE ENGINEER III	BU07
612	SOLID WASTE COORDINATOR III	BU01
909	SR ACCOUNT CLERK	BU13
929	SR ACCOUNT CLERK-CONFIDENTIAL	BU11
2183	SR BUYER	BU01
969	SR COMMUNICATIONS TECH	BU01
1714	SR COMP SYS TECH-CONF	BU11
8960	SR CORRECTIONAL TECHNICIAN	BU13
3200	SR DIV MGR-SOCIAL SERVICES	BU07
149	SR GEOGRAPHIC INFO SYSTEMS ANALYST	BU05
300184	SR INFORMATION TECHNOLOGY SPECIALIST	BU11
2260	SR NETWORK ENGINEER	BU07
3001	SR PHYS OR OCCUPATIONAL THER	BU01
9432	SR PUBLIC HEALTH NURSE	BU01
2255	SR SOFTWARE ENGINEER	BU07
1321	SR STOREKEEPER	BU02
2256	SR SYSTEMS ADMINISTRATOR	BU07
9613	SR WATER SYSTEMS CHEMIST	BU01
1336	STOREKEEPER I	BU02
300429	SUPERVISING AG/WEIGHTS & MEASURES IN	BU05
3503	SUPERVISING COLLECTIONS OFFICER	BU05
9625	SUPERVISING WATER SYS WORKER	BU05
899	SUPV ACCOUNTING TECH	BU05
927	SUPV ADMIN CLERK I	BU05
938	SUPV ADMIN CLERK I-CONF	BU11
928	SUPV ADMIN CLERK II	BU05
724	SUPV APPRAISER	BU05
725	SUPV AUDITOR-APPRAISER	BU07
9683	SUPV CHILD SUPPORT SPECIALIST	BU05
8416	SUPV ENVIR HEALTH SPECIALIST	BU05

Attachment 1 - List of Classifications for New Minimum Qualification Language

Job ID	Object name	BU
1318	SUPV FACILITY MAINT MECHANIC	BU05
893	SUPV FINANCIAL TECHNICIAN	BU05
2231	SUPV LEGAL CLERK I	BU05
2232	SUPV LEGAL CLERK II	BU05
573	SUPV PHYS OR OCCUPATIONAL THER	BU05
1707	SUPV PLANNER	BU05
414	SUPV PUBLIC HEALTH NURSE	BU05
1537	SUPV SOC SVCS INVESTIGATOR	BU05
300527	SUSTAINABILITY MANAGER	BU07
2261	SYSTEMS ADMINISTRATOR I	BU07
2262	SYSTEMS ADMINISTRATOR II	BU07
2263	SYSTEMS ADMINISTRATOR III	BU07
2254	TECHNOLOGY SUPERVISOR	BU07
961	TELEPHONE SYSTEMS COORDINATOR	BU01
2180	UTILITY COORDINATOR	BU05
300201	VETERANS' SERVICES REPRESENTATIVE I	BU01
868	VETERANS' SERVICES REPRESENTATIVE II	BU01
866	VETERANS' SERVICES REPRESENTATIVE III	BU01
9614	VICTIM ADVOCATE I	BU01
9634	VICTIM ADVOCATE II	BU01
9637	VICTIM ADVOCATE III	BU01
9619	WATER QUALITY MGR	BU05
9617	WATER SYSTEMS CHEMIST I	BU01
9618	WATER SYSTEMS CHEMIST II	BU01
9615	WATER SYSTEMS LAB TECH I	BU01
9626	WATER SYSTEMS WORKER III	BU02
825	WEIGHTS & MEASURES INSP III	BU01
300401	WITNESS COORDINATOR	BU13



TO: Civil Service Commission

DATE: April 26, 2023

FROM: Lynsey Bond, Human Resources Analyst

SUBJECT: Revised Classification: Sheriff's Dispatch Manager
Department: Sheriff-Coroner
Appointing Authority: Ian Parkinson, Sheriff-Coroner

RECOMMENDATION

It is recommended that the Commission approve the proposed revisions to the Sheriff's Dispatch Manager classification.

BACKGROUND

The Sheriff's Office (Department) provides service, security, and safety to the county of San Luis Obispo. Within the Department, the Dispatch Center is responsible for all 9-1-1 calls in the County and related communications and information between the public, law enforcement, paramedics and numerous County and State departments. Several hundred thousand incoming and outgoing calls are handled by the Dispatch Center each year by certified dispatchers 24 hours a day, seven days a week.

In an effort to reduce turnover and increase retention of the managers of this vital team, the Department reached out to Human Resources to review the minimum qualifications of the

Sheriff's Dispatch Manager with the intent to revise the minimum qualifications to be more consistent with other management positions in the Department.

DISCUSSION

The bulk of the classification changes proposed are minimum qualification updates to maintain consistency with the Department's other management level positions, such as the Sheriff's Records Manager and Sheriff's Correctional Lieutenant. These positions require two years of experience at the supervisory level or equivalent. The current Dispatch Manager specification minimum qualification for experience is "...seven years of emergency dispatch experience in a public law enforcement agency or equivalent. Five years of this experience must be in a position equivalent to the Sheriff's Dispatcher Supervisor. Five years of experience at the supervisory level is unnecessarily high, inhibiting otherwise qualified candidates within the Department to compete for openings at this level. Conversations between the Department's executive team and Human Resources confirm that once an incumbent has obtained the equivalent of several years of emergency dispatch experience with at least two of those years being at the supervisory level that give them the knowledge, skills, and abilities desired for the role, they are qualified to compete and be considered for a manager position in the Dispatch Center. As stated above, this is also consistent with the other management positions in the Department.

The other proposed changes consist of the addition of preamble to the Education and Experience requirements section approved by the Commission on January 25, 2023, and minor grammar and formatting changes to bring the specification up to County Classification standards.

RESULT

The proposed revised Sheriff Dispatch Manager classification accurately describes the duties and requirements specific to the classification, enabling the County to better attract qualified

external candidates and allow qualified internal employees to compete for promotional opportunities.

OTHER AGENCY INVOLVEMENT

Representatives from the Sheriff's Office were involved in the development of the proposed classification and concur with the specification as proposed. As this is an unrepresented classification, no other agency or union was involved in these discussions.

Attachments:

1. Sheriff's Dispatch Manger- Revisions Redlined
2. Sheriff's Dispatch Manager- Revisions Accepted
3. Current Organizational Charts

HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

SHERIFF'S DISPATCH MANAGER

DEFINITION:

Under administrative direction, performs a specialized function of considerable difficulty and complexity in providing oversight of operations and equipment in the Sheriff's Dispatch Center. Responsibility includes planning, coordination, management, and administration of all phases of the Sheriff's Office Dispatch Center, resolution of day-to-day work issues, and ensuring compliance with changing laws and regulations. Incumbent serves as the primary liaison for technical support for the computerized 9-1-1 system, Computer Aided Dispatch (CAD) system, voice logging system, and radio system; establishes procedures for dispatch operations; represents the Sheriff's Office on numerous committees; analyzes unit functions and recommends and implements needed changes; develops and coordinates training for dispatch personnel; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This class has division level responsibility for the Sheriff's dispatching services. It is distinguished from the lower-level Sheriff's Dispatcher Supervisor in that the incumbent is responsible for overseeing the operation of the entire Dispatch Center unit and handles the more complex or difficult assignments. The position is also distinguished in that functions also include communication and coordination with command staff of various law enforcement agencies regarding dispatching activity and service levels.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Plan, organize, and direct the 24-hour operations of the Sheriff's Office Dispatch Center; coordinate with subordinate supervisors to review, analyze, and evaluate the effectiveness of dispatch personnel and operations; identify problems and develop effective solutions.
- Supervise the management of dispatch personnel, including selection, training, and career development; evaluate employee performance; counsel subordinate employees and effectively recommend disciplinary action when needed.

- 33 • Lead in the development, implementation, and monitoring of policies, goals, and procedures
34 affecting the Dispatch Center.
- 35 • Manage contracts for outside agencies; ensure contract terms and service needs are met to the
36 satisfaction of the agency; assist in negotiation of contracts to provide service to outside agencies.
- 37 • Analyze state and federal legislation to determine the potential effect on the operation of an
38 emergency 9-1-1 center and make recommendations for needed changes; set benchmarks to
39 measure work performance.
- 40 • Serve as a liaison for representatives from other agencies, departments, telephone companies,
41 and the California 9-1-1 Branch; answer inquiries from staff, members of the public, vendors, and
42 contractors regarding 9-1-1, CAD, call routing, and jurisdictional boundaries.
- 43 • Maintain knowledge of ongoing technical and legal developments; meet with representatives of
44 local, state, and federal governments to guarantee the Center's ability to meet current and future
45 needs and ensure compliance with applicable laws concerning emergency communications,
46 telecommunications, training, and other areas relating to public safety dispatch; explain and
47 interpret policies, procedures, and laws affecting dispatch operations.
- 48 • Act as San Luis Obispo County 9-1-1 Coordinator; maintain the road database for the entire
49 county, assign Emergency Services Numbers to any new road or change in status of road to
50 ensure proper delivery of 9-1-1.
- 51 • Coordinate between telecom providers, wireless carriers, Voice Over Internet Protocol (VOIP)
52 carriers, and local Public Safety Answering Points (PSAP) to coordinate testing of new wireless and
53 wireline services.
- 54 • Participate in monthly meetings, conference calls with the State 9-1-1 office, and other California
55 County Coordinators; assist with development of policy and procedure for emerging technology
56 related to 9-1-1 services.
- 57 • Write and prepare all management related documents and reports for the Dispatch Center
58 including statistical activity reports; and discovery orders for all radio, phones, and video
59 discoveries.

60
61 **~~DISTINGUISHING CHARACTERISTICS:~~**

62 ~~This class has division level responsibility for the Sheriff's dispatching services. It is distinguished from~~
63 ~~the lower level Sheriff's Dispatcher Supervisor in that the incumbent is responsible to oversee the~~

64 ~~operation of the entire Dispatch Center unit, and handles the more complex or difficult assignments. The~~
65 ~~position is also distinguished in that functions also include communication and coordination with~~
66 ~~command staff of various law enforcement agencies regarding dispatching activity and service levels.~~

67
68 **EMPLOYMENT STANDARDS:**

69 **Knowledge of:**

- 70 • Relevant federal, state, and local laws, codes, and regulations relating to the operation of a
71 dispatch center.
- 72 • Principles, practices, and methods of effective office management, administration, organization,
73 and planning.
- 74 • Supervisory principles and practices, including work planning, scheduling, review, evaluation, and
75 employee training and discipline.
- 76 • Research methods and analysis techniques.
- 77 • Principles, practices, techniques, and equipment used in the design, operation, and maintenance
78 of emergency communications/dispatch systems.
- 79 • Procedures, processes, and terminology used in 9-1-1 and related emergency radio telephone
80 communications.
- 81 • Principles of shift coverage and staffing.
- 82 • Operation of communication equipment including telephone, radio, paging, computer, and
83 related systems.
- 84 • Functions of law enforcement, emergency medical, and other public safety and emergency
85 agencies; policies and procedures of various police and emergency services user agencies as they
86 pertain to emergency communication.
- 87 • Public relations and customer service techniques; understand all technology related to the
88 Dispatch center.

89 **Ability to:**

- 90 • Understand, interpret, and apply relevant laws, regulations, policies, and procedures in relation to
91 dispatch center operations.
- 92 • Organize, set priorities, and exercise sound judgment within areas of responsibility.
- 93 • Independently and effectively analyze issues and problems, evaluate alternatives, and make
94 recommendations that will result in successful solutions.

- Plan, organize, direct, and evaluate the work of assigned staff.
- Train, supervise, and develop others in effective communication techniques and work procedures.
- Develop and implement procedures, standards, and other administrative tools.
- Troubleshoot hardware and software problems with dispatch equipment.
- Communicate tactfully and effectively both verbally and in writing.
- Exercise tact and diplomacy in dealing with sensitive, complex, and confidential issues and situations.
- Establish and maintain effective relationships with all levels of staff, public officials, members of the public, and other agencies and community groups.

EDUCATION AND EXPERIENCE:

Any combination of education, ~~al course work and~~ training, ~~and experience resulting in which would provide the opportunity to acquire~~ the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

~~listed AND s~~

Seven years of emergency dispatch experience in a public law enforcement agency or equivalent; ~~Five~~ two years of this experience ~~must be~~ ing in a position equivalent to the Sheriff's Dispatcher Supervisor.

LICENSES AND CERTIFICATES:

- Completion of Communications Training Officer course or equivalent.
- Peace Officer Standards and Training (P.O.S.T.) Dispatch Supervisor Certificate is preferred.

Other Specifications

SPECIAL SUBCLASS RECRUITMENT:

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties

124 of other positions within the class. Accordingly, the essential functions of a particular position (whether it
125 be a multi-position class or a single-position class) will be identified and used by medical examiners and
126 hiring authorities in the selection process. If you have any questions regarding the employment standards,
127 duties, or working conditions of the position, please contact the Human Resources Department at
128 805.781.5959.

129

130 Adopted: 07-01-17

131 BOS Approved: 00-00-00

132 Revised: 00-00-00

1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo**

3
4 **SHERIFF'S DISPATCH MANAGER**

5
6 **DEFINITION:**

7 Under administrative direction, performs a specialized function of considerable difficulty and complexity
8 in providing oversight of operations and equipment in the Sheriff's Dispatch Center. Responsibility
9 includes planning, coordination, management, and administration of all phases of the Sheriff's Office
10 Dispatch Center, resolution of day-to-day work issues, and ensuring compliance with changing laws and
11 regulations. Incumbent serves as the primary liaison for technical support for the computerized 9-1-1
12 system, Computer Aided Dispatch (CAD) system, voice logging system, and radio system; establishes
13 procedures for dispatch operations; represents the Sheriff's Office on numerous committees; analyzes
14 unit functions and recommends and implements needed changes; develops and coordinates training for
15 dispatch personnel; and performs other related duties as assigned.

16
17 **DISTINGUISHING CHARACTERISTICS:**

18 This class has division level responsibility for the Sheriff's dispatching services. It is distinguished from
19 the lower-level Sheriff's Dispatcher Supervisor in that the incumbent is responsible for overseeing the
20 operation of the entire Dispatch Center unit and handles the more complex or difficult assignments. The
21 position is also distinguished in that functions also include communication and coordination with
22 command staff of various law enforcement agencies regarding dispatching activity and service levels.

23
24 **REPRESENTATIVE DUTIES:**

25 (Not in order of importance)

- 26
- 27 • Plan, organize, and direct the 24-hour operations of the Sheriff's Office Dispatch Center;
28 coordinate with subordinate supervisors to review, analyze, and evaluate the effectiveness of
29 dispatch personnel and operations; identify problems and develop effective solutions.
 - 30 • Supervise the management of dispatch personnel, including selection, training, and career
31 development; evaluate employee performance; counsel subordinate employees and effectively
recommend disciplinary action when needed.

- 32 • Lead in the development, implementation, and monitoring of policies, goals, and procedures
33 affecting the Dispatch Center.
- 34 • Manage contracts for outside agencies; ensure contract terms and service needs are met to the
35 satisfaction of the agency; assist in negotiation of contracts to provide service to outside agencies.
- 36 • Analyze state and federal legislation to determine the potential effect on the operation of an
37 emergency 9-1-1 center and make recommendations for needed changes; set benchmarks to
38 measure work performance.
- 39 • Serve as a liaison for representatives from other agencies, departments, telephone companies,
40 and the California 9-1-1 Branch; answer inquiries from staff, members of the public, vendors, and
41 contractors regarding 9-1-1, CAD, call routing, and jurisdictional boundaries.
- 42 • Maintain knowledge of ongoing technical and legal developments; meet with representatives of
43 local, state, and federal governments to guarantee the Center's ability to meet current and future
44 needs and ensure compliance with applicable laws concerning emergency communications,
45 telecommunications, training, and other areas relating to public safety dispatch; explain and
46 interpret policies, procedures, and laws affecting dispatch operations.
- 47 • Act as San Luis Obispo County 9-1-1 Coordinator; maintain the road database for the entire
48 county, assign Emergency Services Numbers to any new road or change in status of road to
49 ensure proper delivery of 9-1-1.
- 50 • Coordinate between telecom providers, wireless carriers, Voice Over Internet Protocol (VOIP)
51 carriers, and local Public Safety Answering Points (PSAP) to coordinate testing of new wireless and
52 wireline services.
- 53 • Participate in monthly meetings, conference calls with the State 9-1-1 office, and other California
54 County Coordinators; assist with development of policy and procedure for emerging technology
55 related to 9-1-1 services.
- 56 • Write and prepare all management related documents and reports for the Dispatch Center
57 including statistical activity reports; and discovery orders for all radio, phones, and video
58 discoveries.

59
60
61 **EMPLOYMENT STANDARDS:**

62 **Knowledge of:**

- 63 • Relevant federal, state, and local laws, codes, and regulations relating to the operation of a
- 64 dispatch center
- 65 • Principles, practices, and methods of effective office management, administration, organization,
- 66 and planning
- 67 • Supervisory principles and practices, including work planning, scheduling, review, evaluation, and
- 68 employee training and discipline
- 69 • Research methods and analysis techniques
- 70 • Principles, practices, techniques, and equipment used in the design, operation, and maintenance
- 71 of emergency communications/dispatch systems
- 72 • Procedures, processes, and terminology used in 9-1-1 and related emergency radio telephone
- 73 communications
- 74 • Principles of shift coverage and staffing
- 75 • Operation of communication equipment including telephone, radio, paging, computer, and
- 76 related systems
- 77 • Functions of law enforcement, emergency medical, and other public safety and emergency
- 78 agencies; policies and procedures of various police and emergency services user agencies as they
- 79 pertain to emergency communication
- 80 • Public relations and customer service techniques; understand all technology related to the
- 81 Dispatch center

82 **Ability to:**

- 83 • Understand, interpret, and apply relevant laws, regulations, policies, and procedures in relation to
- 84 dispatch center operations
- 85 • Organize, set priorities, and exercise sound judgment within areas of responsibility
- 86 • Independently and effectively analyze issues and problems, evaluate alternatives, and make
- 87 recommendations that will result in successful solutions
- 88 • Plan, organize, direct, and evaluate the work of assigned staff
- 89 • Train, supervise, and develop others in effective communication techniques and work procedures
- 90 • Develop and implement procedures, standards, and other administrative tools
- 91 • Trouble shoot hardware and software problems with dispatch equipment

- Communicate tactfully and effectively both verbally and in writing
- Exercise tact and diplomacy in dealing with sensitive, complex, and confidential issues and situations
- Establish and maintain effective relationships with all levels of staff, public officials, members of the public, and other agencies and community groups

EDUCATION AND EXPERIENCE:

Any combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

Seven years of emergency dispatch experience in a public law enforcement agency or equivalent; two years of this experience being in a position equivalent to the Sheriff's Dispatcher Supervisor.

LICENSES AND CERTIFICATES:

- Completion of Communications Training Officer course or equivalent.
- Peace Officer Standards and Training (P.O.S.T.) Dispatch Supervisor Certificate is preferred.

Other Specifications

SPECIAL SUBCLASS RECRUITMENT:

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the employment standards, duties, or working conditions of the position, please contact the Human Resources Department at 805.781.5959.

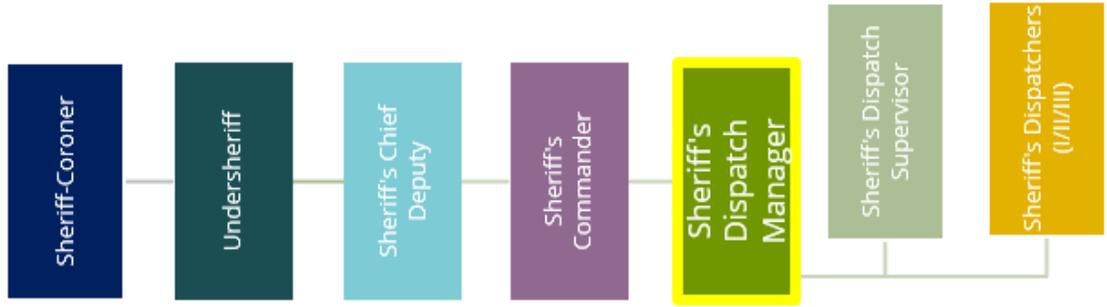
Adopted: 07-01-17

BOS Approved: 00-00-00

DRAFT



Sheriff-Coroner – Current Organizational Chart





COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF HUMAN RESOURCES

Tami Douglas-Schatz *Director*

TO: Civil Service Commission

DATE: April 26, 2023

FROM: Taj D'Entremont, Principal Human Resources Analyst

SUBJECT: Revised Classifications: Juvenile Services Officer I/II/III
Deputy Probation Officer I/II
Deputy Probation Officer III
Supervising Deputy Probation Officer
Chief Deputy Probation Officer
Probation Assistant

Department: Probation

Appointing Authority: Robert Reyes, Chief Probation Officer

RECOMMENDATION

It is recommended that the Commission approve the recommended revisions to the presented Probation Department class specifications.

BACKGROUND

Over the past 2 to 3 years, Probation has experienced a change in their applicant pool, both in volume of applicants and education/experience. This change is making it increasingly difficult to fill positions quickly at a time when Probation has been given additional responsibilities from the State of California.

In addition, to keep up with the increasing demands on Probation and continue to provide outstanding law enforcement service to the public, there is a need to re-employ Probation Assistants to support Probation Officers in their duties.

DISCUSSION

Juvenile Services Officer I/II/III, Deputy Probation Officer I/II, Deputy Probation Officer III, Supervising Deputy Probation Officer, and Chief Deputy Probation Officer

Probation's mission is to be the alternative to incarceration. Probation is expected to protect the community, support the court system, assist crime victims, help rehabilitate individuals, and operate a safe and secure Juvenile Hall. Probation serves the critical role of being a connector in the justice system, both as a connector of system partners as well as a connector of services and supervision to address the needs of justice involved youth and adults on probation. Therefore, the traditional approach to minimum qualifications has been to require education focused on the behavioral and social sciences. In the past, this has meant that candidates with degrees in other disciplines were screened out and not given the opportunity to compete in the recruitment process.

The majority of recruitments openly advertised by the Probation Department are Juvenile Services Officer I and Deputy Probation Officer I. These are both entry level positions where experience in the field is not required in order to qualify. In addition, candidates who are hired into both of these positions participate in rigorous training programs that include classroom learning, specific to Probation, on the job training with a Field Training Officer, and completion of the State mandated Juvenile Corrections Officer Core or Deputy Probation Officer Core academy. By and large the skills needed to perform the duties of these positions are not learned through a degree program, but are skills taught on the job once an individual is hired. Furthermore, it should be noted, that even in degree programs which focus on behavioral or social science disciplines, curriculum focused on the field of Probation minimal to none, providing no additional benefit to the success of the candidate than any other degree program. Therefore, the knowledge and skills a candidate would gain from an educational program can be obtained in a variety of different ways. The Probation Department has hired successful officers who had degrees outside the behavioral or social sciences disciplines including political science, business administration, construction management, and geology.

Once the candidate is hired, positions in each career path build upon each other, and employees are able to gain the necessary experience needed to advance through the career ladder in the Department.

Broadening MQs for these positions in the Probation Department would allow the County to benefit from additional skills of candidates who would have otherwise been screened out and allow a larger number of qualified candidates to compete in the recruitment process.

Additional changes in each of these class specifications were to clarify or modernize language and revise formatting to be consistent throughout the specifications.

Probation Assistant

Since 2019, Probation has been given more State mandated responsibilities (Pretrial, Juvenile Justice Realignment, CAL-Aim Justice Initiative, etc.). All of these responsibilities require the department to provide more coordination, case management-related document processing, record keeping, and reporting functions. As these demands have been added to the department, they have been absorbed by Probation Officers, however, these administrative duties would be more appropriately placed with a Probation Assistant, allowing Probation Officers to concentrate their attention on duties that require a sworn officer to complete. Revisions have been made to the class specification to reflect the needs of these additional responsibilities. Following the approval of the spec changes, the Department will be adding Probation Assistants back to their Position Allocation List to re-allocate the duties within their department.

RESULT

The revisions to the Probation class specifications will expand the department's applicant pool by allowing for individuals with varying education and background to compete for the role. In addition, the revisions to the Probation Assistant would allow the department to re-distribute workload to appropriately address demands that have been added to the department.

OTHER AGENCY INVOLVEMENT

The Probation Department, the Administrative Office, SLOCPPOA, and SLOCEA were involved in the revisions to the proposed class specifications and concur with the revisions as proposed.

Attachments:

1. Juvenile Services Officer I/II/III – Revisions Redlined
2. Juvenile Services Officer I/II/III - Revisions Accepted

3. Deputy Probation Officer I/II – Revisions Redlined
4. Deputy Probation Officer I/II – Revisions Accepted
5. Deputy Probation Officer III – Revisions Redlined
6. Deputy Probation Officer III – Revisions Accepted
7. Supervising Probation Officer – Revisions Redlined
8. Supervising Probation Officer – Revisions Accepted
9. Chief Deputy Probation Officer – Revisions Redlined
10. Chief Deputy Probation Officer – Revisions Accepted
11. Probation Assistant – Revisions Redlined
12. Probation Assistant – Revisions Accepted
13. Probation – Current Org Chart
14. Probation – Proposed Org Chart

1 **HUMAN RESOURCES DEPARTMENT**

2 **San Luis Obispo County**

3
4
5 **JUVENILE SERVICES OFFICER I, II, III**

6
7 **DEFINITION:**

8 Classes in this series, in a custody setting, provide for the temporary and safe supervision of juveniles who
9 are accused of conduct, subject to the jurisdiction of the court, and who require a restricted environment,
10 for their own, or the community's protection, while pending legal action; ~~do~~ and perform other related work
11 as required.

12
13 **DISTINGUISHING CHARACTERISTICS:**

14 Juvenile Services Officer I: This is the entry-level ~~of this class in the Juvenile Services Officer~~ series.
15 Incumbents, under close supervision, learn the principles and procedures of a juvenile custody setting, and
16 learn to supervise, control, and guide juveniles in detention.

17
18 Juvenile Services Officer II: This is the ~~first journey person journey-~~level ~~of this class in the Juvenile Services~~
19 Officer series. Under general supervision, incumbents supervise, control, guide, and counsel juveniles in
20 detention. Incumbents work with more independence, and are assigned the more difficult, complex tasks;
21 may act as leadperson in the absence of a Juvenile Services Officer III.

22
23 Juvenile Services Officer III: This class level is not part of the career series. Under general supervision,
24 incumbents have responsibility for lead functions in the training, assigning, and reviewing the work of
25 assigned subordinate staff ~~assigned;~~ and supervise activities of juveniles in detention. This position
26 reports to a ~~Deputy Probation Officer III or~~ Supervising Deputy Probation Officer, and assists in doing staff
27 evaluations and progressive discipline as necessary.

28
29 **REPRESENTATIVE DUTIES:**

30 (Not in order of importance)

- 31
32
- Supervise and counsel juveniles in custody in accordance with established procedures;

- 33 • Organize and direct services which support the juvenile's physical, emotional, and social
34 development, which include education, recreation, counseling, nutrition, hygiene, reading,
35 visitation, transportation, communication, and continuous supervision;
- 36 • Utilize force to ensure a safe environment, in accordance with established policy, including the use
37 of physical, mechanical, and chemical restraints;
- 38 • Observe and report behavior and provide verbal de-escalation as necessary;
- 39 • Book minors into custody in accordance with department procedures. ~~Perform, and perform~~ strip
40 searches as necessary;
- 41 • Collect specimens when required;
- 42 • Confirm personal and criminal history information of detainees, and complete booking records;
- 43 • Operate computer systems and utilize law enforcement databases to access and record information
44 on previous arrests, outstanding warrants, court dates, and the status of detainees;
- 45 • ~~Secure~~ Properly secure and store personal belongings of detainees, and may receive and receipt
46 money collected from and/or deposited for detainees. ~~;~~;
- 47 • Maintain accurate accounting of detainee's funds and property;
- 48 • Assist in maintaining the security of assigned areas, including monitoring the movement and activity
49 of detainees, staff, and visitors through direct visual contact, and audio/video monitoring systems. ~~;~~
50 ~~;~~
- 51 • Manage secure exits and entrances and notifies appropriate personnel in emergency situations;
- 52 • Refer requests for information regarding detained youth to their assigned Deputy Probation Officer;
- 53 • Coordinate the safe movement of youth to and from Court.

54 55 **EMPLOYMENT STANDARDS:**

56 **Knowledge of:**

57 **All Levels:**

- 59 • Interviewing, counseling, crisis intervention, institution safety, and security methods and
60 techniques;
- 61 • State laws and County ordinances relating to probation work;
- 62 • The Juvenile Justice system, developmental stages of minors/youth, and basic principles of applied
63 psychology, including parenting skills and conflict resolution methods;
- 64 • Cultural diversity among youths;

- Effective report writing;
- Effective communications skills;

In addition, Juvenile Services Officer II:

- Principles of effective supervision techniques;
- Case management, court systems and law enforcement process relating to juveniles;
- Intake and release process of minors.

In addition, Juvenile Services Officer III:

- Effective supervision and training;
- Applicable rules and regulations regarding juvenile detention.

Ability to:

All Levels:

- Understand and gain the cooperation of ~~minors~~ youth;
- ~~Learn the~~ Effectively apply best principles and practices of Juvenile Probation work;
- ~~Learn~~ Effectively and properly apply State Laws, County Ordinances and other rules affecting juvenile probation and detention;
- Enforce the law firmly, tactfully, and impartially, and deal courteously with youth and the general public;
- ~~Enforce~~ Effectively and properly enforce rules and regulations with developmentally and emotionally impaired adolescents;
- Communicate effectively both verbally and in writing;
- Establish and maintain effective relationships with citizens, other employees, outside agencies, and public officials, exercising good judgement and tact;
- ~~Learn the proper~~ Appropriately use ~~of~~ firearms and other devices, for personal security, and protection of others;
- Read, understand, and apply departmental policies and procedures;
- ~~Exercise good judgment in handling potentially hostile individuals,~~ and ~~have the ability to de-escalate~~ escalate conflicts; ~~apply~~
- Apply the principles and values of the department's community-based policing guidelines;
- Operate computer systems and utilize law enforcement databases;

- 98 • Communicate effectively, both verbally and in writing.

99
100 **In addition, Juvenile Services Officer II:**

- 101 • ~~Learn~~Effectively apply best principles and practices of effective supervision;
102 • Enforce departmental policies and procedures;
103 • Act as leadperson in the absence of a JSO III or supervisor.

104
105 **In addition, Juvenile Services Officer III:**

- 106 • Train, assign, prioritize and review the work of others;
107 • Handle complex issues and apply effective course of action;
108 • Act as leadperson and supervise staff.
109 • ~~Establish and maintain effective working relationships with other employees and outside agencies~~

110
111 **EDUCATION AND EXPERIENCE:**

112 A combination of education, training, and experience which has led to the acquisition of the required
113 knowledge, skills, and abilities. An example of qualification education and experience includes:

114
115 All levels: Completion of 60 semester units or 90 quarter units of college course work ~~with a major in~~
116 ~~behavioral science, social science, child development, criminology or a (job-related field. (Job related experience~~
117 ~~in dealing with a diverse population, family relationships, the development of youth and delinquency factors~~
118 ~~such as child abuse, attachment disorders, learning disabilities, developmental delays, substance abuse and~~
119 ~~truancy experience~~ may be substituted for the required education ~~on a year for year basis.)).~~

120
121 In addition to the above:

122
123 Juvenile Services Officer I: No additional experience ~~required.~~

124
125 Juvenile Services Officer II: One year experience ~~in~~ a juvenile detention facility equivalent to a level of
126 Juvenile Services Officer I or higher, and completion of the Board of Corrections, Standards and Training for
127 Corrections, Group Counselor CORE Academy Training equivalent.

128
129 Juvenile Services Officer III: One year experience as a Juvenile Services Officer II or equivalent, or one year
130 experience as a Deputy Probation Officer I or equivalent, with experience in a juvenile detention facility;

131 ~~and completion of the Board of Corrections, Standards and Training for Corrections, Group Counselor CORE~~
132 ~~Academy Training.~~

134 **LICENSES AND CERTIFICATES:**

135 A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is required
136 at the time of appointment and must be maintained throughout employment.

138 All levels: Successful completion of the Laws and Arrest component of Penal Code 832 training within one
139 year of appointment.

141 Juvenile Services Officer I: Successful completion of the Board of State and Community Corrections,
142 Standards and Training for Juvenile Corrections Officer CORE Academy within one year of appointment.

144 Juvenile Services Officer II: Successful completion of the Board of State and Community Corrections,
145 Standards and Training for Juvenile Corrections Officer CORE Academy Training prior to appointment.

147 Juvenile Services Officer III: Successful completion of the Board of State and Community Corrections,
148 Standards and Training for Juvenile Corrections Officer CORE Academy Training prior to appointment.

150 **OTHER CONDITIONS OF EMPLOYMENT:**

151 Must be able to work a variety of shifts including irregular hours, weekends and holidays.

153 ~~Juvenile Services Officer I: Satisfactory completion of the Board of Correction, Standards and Training for~~
154 ~~Corrections, for Group and Counselor CORE Academy within (1) year of appointment.~~

156 ~~All levels: Must successfully complete Penal Code 832 training within (1) year of appointment.~~

158 **PHYSICAL/PSYCHOLOGICAL EXAM:**

159 Must meet minimum peace officer standards as specified in California Government Code Sections 1029
160 and 1031, including but not limited to: not currently on probation for a misdemeanor; no prior felony
161 convictions (unless fully pardoned); good moral character as determined by thorough background
162 investigation (this includes a polygraph examination and/or computer voice stress analysis); submission of
163 fingerprints for purpose of a criminal record check; and found to be free from any physical, emotional, or
164

165 mental condition, including bias against race or ethnicity, gender, nationality, religion, disability, or sexual
166 orientation, that might adversely affect the exercise of the powers of a peace officer.

167
168 **SPECIAL SUBCLASS RECRUITMENT:**

169 Recruitments for this classification may be conducted according to the special divisions or programs in
170 which the vacancy exists and the requirements of the position.

171
172 This class specification generally describes the duties and responsibilities characteristic of the position(s)
173 within this class. The duties of a particular position within a multi-position class may vary from the duties
174 of other positions within the class. Accordingly, the essential functions of a particular position (whether it
175 be a multi-position class or a single-position class) will be identified and used by medical examiners and
176 hiring authorities in the selection process. If you have any questions regarding the duties or the working
177 conditions of the position, please contact the Human Resources Department at 805.781.5959.

178
179 Adopted: _____ 07-24-96

180 ~~Effective: BOS:~~ 10-22-97

181 Revised: _____ 03-25-15

182 _____ 03-24-21

183 _____ ~~XX-XX-XX~~

1 **HUMAN RESOURCES DEPARTMENT**

2 **San Luis Obispo County**

3
4
5 **JUVENILE SERVICES OFFICER I, II, III**
6

7 **DEFINITION:**

8 Classes in this series, in a custody setting, provide for the temporary and safe supervision of juveniles who
9 are accused of conduct, subject to the jurisdiction of the court, and who require a restricted environment,
10 for their own, or the community's protection, while pending legal action; and perform other related work
11 as required.
12

13 **DISTINGUISHING CHARACTERISTICS:**

14 Juvenile Services Officer I: This is the entry-level class in the Juvenile Services Officer series. Incumbents,
15 under close supervision, learn the principles and procedures of a juvenile custody setting, and learn to
16 supervise, control, and guide juveniles in detention.
17

18 Juvenile Services Officer II: This is the journey-level class in the Juvenile Services Officer series. Under
19 general supervision, incumbents supervise, control, guide, and counsel juveniles in detention. Incumbents
20 work with more independence, and are assigned the more difficult, complex tasks; may act as leadperson
21 in the absence of a Juvenile Services Officer III.
22

23 Juvenile Services Officer III: This class level is not part of the career series. Under general supervision,
24 incumbents have responsibility for lead functions in the training, assigning, and reviewing the work of
25 assigned subordinate staff, and supervise activities of juveniles in detention. This position reports to a
26 Supervising Deputy Probation Officer, and assists in doing staff evaluations and progressive discipline as
27 necessary.
28

29 **REPRESENTATIVE DUTIES:**

30 (Not in order of importance)

- 31 • Supervise and counsel juveniles in custody in accordance with established procedures;

- 32 • Organize and direct services which support the juvenile's physical, emotional, and social
33 development, which include education, recreation, counseling, nutrition, hygiene, reading,
34 visitation, transportation, communication, and continuous supervision;
- 35 • Utilize force to ensure a safe environment, in accordance with established policy, including the use
36 of physical, mechanical, and chemical restraints;
- 37 • Observe and report behavior and provide verbal de-escalation as necessary;
- 38 • Book minors into custody in accordance with department procedures, and perform strip searches
39 as necessary;
- 40 • Collect specimens when required;
- 41 • Confirm personal and criminal history information of detainees, and complete booking records;
- 42 • Operate computer systems and utilize law enforcement databases to access and record information
43 on previous arrests, outstanding warrants, court dates, and the status of detainees;
- 44 • Properly secure and store personal belongings of detainees, and may receive and receipt money
45 collected from and/or deposited for detainees;
- 46 • Maintain accurate accounting of detainee's funds and property;
- 47 • Assist in maintaining the security of assigned areas, including monitoring the movement and activity
48 of detainees, staff, and visitors through direct visual contact, and audio/video monitoring systems;
- 49 • Manage secure exits and entrances and notifies appropriate personnel in emergency situations;
- 50 • Refer requests for information regarding detained youth to their assigned Deputy Probation Officer;
- 51 • Coordinate the safe movement of youth to and from Court.

52 53 **EMPLOYMENT STANDARDS:**

54 **Knowledge of:**

55 **All Levels:**

- 56 • Interviewing, counseling, crisis intervention, institution safety, and security methods and
57 techniques;
- 58 • State laws and County ordinances relating to probation work;
- 59 • The Juvenile Justice system, developmental stages of youth, and basic principles of applied
60 psychology, including parenting skills and conflict resolution methods;
- 61 • Cultural diversity among youths;
- 62 • Effective report writing;
- 63 • Effective communications skills.

64 **In addition, Juvenile Services Officer II:**

- 65 • Principles of effective supervision techniques;
- 66 • Case management, court systems and law enforcement process relating to juveniles;
- 67 • Intake and release process of minors.

68
69 **In addition, Juvenile Services Officer III:**

- 70 • Effective supervision and training;
- 71 • Applicable rules and regulations regarding juvenile detention.

72
73 **Ability to:**

74 **All Levels:**

- 75 • Understand and gain the cooperation of youth;
- 76 • Effectively apply best principles and practices of Juvenile Probation work;
- 77 • Effectively and properly apply State Laws, County Ordinances and other rules affecting juvenile
78 probation and detention;
- 79 • Enforce the law firmly, tactfully, and impartially, and deal courteously with youth and the general
80 public;
- 81 • Effectively and properly enforce rules and regulations with developmentally and emotionally
82 impaired adolescents;
- 83 • Communicate effectively both verbally and in writing;
- 84 • Establish and maintain effective relationships with citizens, other employees, outside agencies, and
85 public officials, exercising good judgement and tact;
- 86 • Appropriately use firearms and other devices, for personal security, and protection of others;
- 87 • Read, understand, and apply departmental policies and procedures;
- 88 • Exercise good judgment in handling potentially hostile individuals, and de-escalate conflicts;
- 89 • Apply the principles and values of the department's community-based policing guidelines;
- 90 • Operate computer systems and utilize law enforcement databases;
- 91 • Communicate effectively, both verbally and in writing.

92
93 **In addition, Juvenile Services Officer II:**

- 94 • Effectively apply best principles and practices of effective supervision;
- 95 • Enforce departmental policies and procedures;

- Act as leadperson in the absence of a JSO III or supervisor.

In addition, Juvenile Services Officer III:

- Train, assign, prioritize and review the work of others;
- Handle complex issues and apply effective course of action;
- Act as leadperson and supervise staff.

EDUCATION AND EXPERIENCE:

A combination of education, training, and experience which has led to the acquisition of the required knowledge, skills, and abilities. An example of qualification education and experience includes:

All levels: Completion of 60 semester units or 90 quarter units of college course work (job-related experience may be substituted for the required education).

In addition to the above:

Juvenile Services Officer I: No additional experience.

Juvenile Services Officer II: One year experience as a Juvenile Services Officer I or equivalent.

Juvenile Services Officer III: One year experience as a Juvenile Services Officer II or equivalent, or one year experience as a Deputy Probation Officer I or equivalent, with experience in a juvenile detention facility.

LICENSES AND CERTIFICATES:

A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is required at the time of appointment and must be maintained throughout employment.

All levels: Successful completion of the Laws and Arrest component of Penal Code 832 training within one year of appointment.

Juvenile Services Officer I: Successful completion of the Board of State and Community Corrections, Standards and Training for Juvenile Corrections Officer CORE Academy within one year of appointment.

128 Juvenile Services Officer II: Successful completion of the Board of State and Community Corrections,
129 Standards and Training for Juvenile Corrections Officer CORE Academy Training prior to appointment.
130

131 Juvenile Services Officer III: Successful completion of the Board of State and Community Corrections,
132 Standards and Training for Juvenile Corrections Officer CORE Academy Training prior to appointment.
133

134 **OTHER CONDITIONS OF EMPLOYMENT:**

135 Must be able to work a variety of shifts including irregular hours, weekends and holidays.
136

137 **PHYSICAL/PSYCHOLOGICAL EXAM:**

138 Must meet minimum peace officer standards as specified in California Government Code Sections 1029
139 and 1031, including but not limited to: not currently on probation for a misdemeanor; no prior felony
140 convictions (unless fully pardoned); good moral character as determined by thorough background
141 investigation (this includes a polygraph examination and/or computer voice stress analysis); submission of
142 fingerprints for purpose of a criminal record check; and found to be free from any physical, emotional, or
143 mental condition, including bias against race or ethnicity, gender, nationality, religion, disability, or sexual
144 orientation, that might adversely affect the exercise of the powers of a peace officer.
145

146 **SPECIAL SUBCLASS RECRUITMENT:**

147 Recruitments for this classification may be conducted according to the special divisions or programs in
148 which the vacancy exists and the requirements of the position.
149

150 This class specification generally describes the duties and responsibilities characteristic of the position(s)
151 within this class. The duties of a particular position within a multi-position class may vary from the duties
152 of other positions within the class. Accordingly, the essential functions of a particular position (whether it
153 be a multi-position class or a single-position class) will be identified and used by medical examiners and
154 hiring authorities in the selection process. If you have any questions regarding the duties or the working
155 conditions of the position, please contact the Human Resources Department at 805.781.5959.
156

157 Adopted: 07-24-96

158 BOS: 10-22-97

159 Revised: 03-25-15

160

03-24-21

161

XX-XX-XX

DRAFT

HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

DEPUTY PROBATION OFFICER I/II

DEFINITION:

Under supervision, the Deputy Probation Officer I/II class is a series responsible for conducting investigations for the Courts and the supervision of youths and adults on probation, post release community supervision, and mandatory supervision through the application of basic principles of evidence based practices and case management services; and perform other related work as required.

DISTINGUISHING CHARACTERISTICS:

DEPUTY PROBATION OFFICER I: This is the entry-level class in the Deputy Probation Officer series. Incumbents work under close supervision while acquiring the knowledge and skills required of the journey level.

DEPUTY PROBATION OFFICER II: This is the journey-level class in the Deputy Probation Officer series. Incumbents handle the more complex and difficult cases and provide technical guidance to lower classes.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- ~~Conducts~~Conduct investigations of cases referred to the department by the courts, law enforcement, social services and other agencies;
- ~~Supervises~~Supervise youth/adult offenders and ~~works~~work with their families, relatives and community service providers through field supervision and community based contacts;
- ~~Arranges~~Arrange for services for youth/adult offenders who have identified needs in such areas as

~~HUMAN RESOURCES DEPARTMENT~~
~~SAN LUIS OBISPO COUNTY~~

29 education, employment, housing, substance abuse, criminal thinking, mental illness, and medical
30 care;

- 31 • ~~Interacts~~Interact with youth/adult offenders to help them understand their problems and needs and
32 make appropriate referrals based on the individual;
- 33 • ~~Prepares~~Prepare written reports with recommendations to the Court and keep records;
- 34 • As needed, ~~testifies~~testify in court concerning the social history, motives and personality of the
35 offender and level of compliance with the terms and conditions of probation;
- 36 • ~~Conducts~~Conduct investigations when a probation violation is alleged, which includes interviewing,
37 search and seizure and collection of evidence;
- 38 • ~~Apprehends~~Apprehend and ~~arrests~~arrest probationers who are suspected of involvement in criminal
39 activity or violation of probation;
- 40 • ~~Completes~~Complete probation violation reports and crime reports when appropriate;
- 41 • ~~Participates~~Participate in various types of training activities;
- 42 • ~~Provides~~Provide general probation information to the public and professional agencies;
- 43 • ~~Works~~Work cooperatively with other law enforcement, court and social services/treatment staff and
44 may participate in multi-agency task force assignments.

45
46
47
48 **EMPLOYMENT STANDARDS:**

49
50 **Knowledge of:**

- 51 • Interviewing and counseling methods and techniques;
- 52 • Basic principles of evidenced-based practices;
- 53 • Community corrections role in the criminal justice systems;
- 54 • Social and cultural structure of the community;
- 55 • State laws and County ordinances ~~applicable~~relating to probation work;
- 56 • Adult and juvenile justice court process and operations;
- 57 • Department policies, procedures, programs, goals, and objectives;

~~HUMAN RESOURCES DEPARTMENT~~
~~SAN LUIS OBISPO COUNTY~~

- Community resources available to adult and juvenile offenders.

Ability to:

- ~~Learn the~~Effectively apply best principles and practices of modern adult and youth probation work;
- ~~Learn~~Effectively and properly apply State laws, County ordinances, and other rules affecting adult and youth probation-;
- ~~Learn~~Effectively apply evidence based practices including: risk and needs assessment and case plans, developing effective supervision strategies to address offender needs, utilizing incentives and sanctions to address non-compliant offender behavior, and referring offenders to the appropriate treatment and social services to support rehabilitation;
- Enforce the law firmly, tactfully, and impartially, and deal courteously with the general public;
- Work under stressful and adverse conditions;
- ~~Learn the proper~~Effectively control frustrated, angry, and emotionally disturbed individuals;
- Appropriately use ~~of~~ firearms and other devices, for personal security, and protection of others; Learn and apply the appropriate amount of physical force;
- Exercise good judgement in handling potentially hostile individuals, and ~~have the ability to~~ deescalate conflicts;
- Establish and maintain effective relationships with citizens, other employees, outside agencies, and public officials; exercising good judgement and tact;
- ~~Apply~~Effectively apply the principles and values of the department's community-based policing guidelines;
- Exercise good judgement ~~and in~~ work habits;
- Communicate effectively, both ~~orally~~verbally and in writing.

EDUCATION/ AND EXPERIENCE:

A combination of education, training, and experience which has led to the acquisition of the required knowledge, skills, and abilities. An example of qualification education and experience includes:

~~HUMAN RESOURCES DEPARTMENT~~
~~SAN LUIS OBISPO COUNTY~~

86 All levels:

87 Deputy Probation Officer I:

88 Graduation from an accredited ~~institution~~four-year college or university with a bachelor's degree ~~in the~~
89 ~~social or behavioral sciences is required. Related work experience as a peace officer or involving the care,~~
90 ~~supervision, education, counseling, or leadership of adults or youths~~(Job-related experience may be substituted
91 for the required education ~~on a year for year basis.~~.)

92
93 In addition to the above:

94 Deputy Probation Officer I: No additional experience.

95
96 Deputy Probation Officer II:

97 ~~Graduation from an accredited institution with a bachelor's degree in the social or behavioral sciences is required.~~
98 ~~Related work experience as a peace officer or involving the care, supervision, counseling, education or leadership~~
99 ~~of adults or youths may be substituted for the required education on a year for year basis. In addition, eighteen~~
L00 Eighteen months of experience involving the referral, supervision, counseling or rehabilitation of youths or
L01 adults ~~is required.~~ (Social workers or ~~group home counselors~~parole agents would be examples of positions
L02 with ~~acceptable~~relatable experience.)

L03
L04
L05 **~~OTHER CONDITIONS OF EMPLOYMENT:~~**

L06
L07 ~~Must be able to work a variety of shifts including irregular hours, weekends and holidays.~~

L08
L09 ~~All Levels: Satisfactory completion of the Board of Correction, Standards and Training for Corrections, for Group and~~
L10 ~~Counselor CORE Academy within (1) year of appointment.~~

L11
L12 ~~All levels: Must successfully complete the Laws and Arrest component of Penal Code 832 training within (1) year of~~
L13 ~~appointment.~~

~~HUMAN RESOURCES DEPARTMENT~~
~~SAN LUIS OBISPO COUNTY~~

LICENSES AND CERTIFICATES:

A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is required at the time of appointment and must be maintained throughout employment.

All levels: Successful completion of the Laws and Arrest component of Penal Code 832 training within one year of appointment.

All Levels: Successful completion of the Board of State and Community Corrections, Standards and Training for Corrections, Deputy Probation Officer CORE Academy within one year of appointment.

OTHER CONDITIONS OF EMPLOYMENT:

Must be able to work a variety of shifts including irregular hours, weekends and holidays.

PHYSICAL/PSYCHOLOGICAL EXAM:

Must meet minimum peace officer standards as specified in California Government Code Sections 1029 and 1031, including but not limited to: not currently on probation for a misdemeanor; no prior felony convictions (unless fully pardoned); good moral character as determined by thorough background investigation (this includes a polygraph examination and/or computer voice stress analysis); submission of fingerprints for purpose of a criminal record check; and found to be free from any physical, emotional, or mental condition, including bias against race or ethnicity, gender, nationality, religion, disability, or sexual orientation, that might adversely affect the exercise of the powers of a peace officer.

SPECIAL SUBCLASS RECRUITMENT:

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

~~HUMAN RESOURCES DEPARTMENT~~
~~SAN LUIS OBISPO COUNTY~~

L45
L46 This class specification generally describes the duties and responsibilities characteristic of the position(s)
L47 within this class. The duties of a particular position within a multi-position class may vary from the duties
L48 of other positions within the class. Accordingly, the essential functions of a particular position (whether
L49 it be a multi-position class or a single-position class) will be identified and used by medical examiners and
L50 hiring authorities in the selection process. If you have any questions regarding the duties or the working
L51 conditions of the position, please contact the Human Resources Department at 805.781.5959.

L52
L53 Adopted: ~~7~~ 07-01-71

L54 ~~Effective: BOS:~~ _____ 11-17-99

L55 ~~Revised:~~ _____ 01-25-~~2017~~17

L56 _____ 03-24-21

L57 _____ XX-XX-XX

1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo**

3
4 **DEPUTY PROBATION OFFICER I/II**

5
6 **DEFINITION:**

7 Under supervision, the Deputy Probation Officer I/II class is a series responsible for conducting
8 investigations for the Courts and the supervision of youths and adults on probation, post release
9 community supervision, and mandatory supervision through the application of basic principles of
10 evidence-based practices and case management services; and perform other related work as required.

11
12 **DISTINGUISHING CHARACTERISTICS:**

13 DEPUTY PROBATION OFFICER I: This is the entry-level class in the Deputy Probation Officer series.
14 Incumbents work under close supervision while acquiring the knowledge and skills required of the journey
15 level.

16
17 DEPUTY PROBATION OFFICER II: This is the journey-level class in the Deputy Probation Officer series.
18 Incumbents handle the more complex and difficult cases and provide technical guidance to lower classes.

19
20 **REPRESENTATIVE DUTIES:**

21 (Not in order of importance)

- 22 • Conduct investigations of cases referred to the department by the courts, law enforcement, social
23 services and other agencies;
- 24 • Supervise youth/adult offenders and work with their families, relatives and community service
25 providers through field supervision and community based contacts;
- 26 • Arrange for services for youth/adult offenders who have identified needs in such areas as
27 education, employment, housing, substance abuse, criminal thinking, mental illness, and medical
28 care;
- 29 • Interact with youth/adult offenders to help them understand their problems and needs and make

30 appropriate referrals based on the individual;

- 31 • Prepare written reports with recommendations to the Court and keep records;
- 32 • As needed, testify in court concerning the social history, motives and personality of the offender
- 33 and level of compliance with the terms and conditions of probation;
- 34 • Conduct investigations when a probation violation is alleged, which includes interviewing, search
- 35 and seizure and collection of evidence;
- 36 • Apprehend and arrest probationers who are suspected of involvement in criminal activity or
- 37 violation of probation;
- 38 • Complete probation violation reports and crime reports when appropriate;
- 39 • Participate in various types of training activities;
- 40 • Provide general probation information to the public and professional agencies;
- 41 • Work cooperatively with other law enforcement, court and social services/treatment staff and may
- 42 participate in multi-agency task force assignments.

44 **EMPLOYMENT STANDARDS:**

45 **Knowledge of:**

- 46 • Interviewing and counseling methods and techniques;
- 47 • Basic principles of evidenced-based practices;
- 48 • Community corrections role in the criminal justice systems;
- 49 • Social and cultural structure of the community;
- 50 • State laws and County ordinances relating to probation work;
- 51 • Adult and juvenile justice court process and operations;
- 52 • Department policies, procedures, programs, goals, and objectives;
- 53 • Community resources available to adult and juvenile offenders.

55 **Ability to:**

- 56 • Effectively apply best principles and practices of modern adult and youth probation work;
- 57 • Effectively and properly apply State laws, County ordinances, and other rules affecting adult and
- 58 youth probation;
- 59 • Effectively apply evidence based practices including: risk and needs assessment and case plans,

60 developing effective supervision strategies to address offender needs, utilizing incentives and
61 sanctions to address non-compliant offender behavior, and referring offenders to the appropriate
62 treatment and social services to support rehabilitation;

- 63 • Enforce the law firmly, tactfully, and impartially, and deal courteously with the general public;
- 64 • Work under stressful and adverse conditions;
- 65 • Effectively control frustrated, angry, and emotionally disturbed individuals;
- 66 • Appropriately use firearms and other devices, for personal security, and protection of others; Learn
67 and apply the appropriate amount of physical force;
- 68 • Exercise good judgement in handling potentially hostile individuals, and deescalate conflicts;
- 69 • Establish and maintain effective relationships with citizens, other employees, outside agencies, and
70 public officials, exercising good judgement and tact;
- 71 • Effectively apply the principles and values of the department's community-based policing
72 guidelines;
- 73 • Exercise good judgement in work habits;
- 74 • Communicate effectively, both verbally and in writing.

75
76 **EDUCATION AND EXPERIENCE:**

77 A combination of education, training, and experience which has led to the acquisition of the required
78 knowledge, skills, and abilities. An example of qualification education and experience includes:

79
80 All levels: Graduation from an accredited four-year college or university with a bachelor's degree (job-
81 related experience may be substituted for the required education).

82
83 In addition to the above:

84 Deputy Probation Officer I: No additional experience.

85
86 Deputy Probation Officer II: Eighteen months of experience involving the referral, supervision, counseling
87 or rehabilitation of youths or adults. (*Social workers or parole agents would be examples of positions with*
88 *relatable experience.*)

90 **LICENSES AND CERTIFICATES:**

91 A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is
92 required at the time of appointment and must be maintained throughout employment.

93 All levels: Successful completion of the Laws and Arrest component of Penal Code 832 training within
94 one year of appointment.

95
96 All Levels: Successful completion of the Board of State and Community Corrections, Standards and
97 Training for Corrections, Deputy Probation Officer CORE Academy within one year of appointment.

98
99 **OTHER CONDITIONS OF EMPLOYMENT:**

L00 Must be able to work a variety of shifts including irregular hours, weekends and holidays.

L01
L02 **PHYSICAL/PSYCHOLOGICAL EXAM:**

L03 Must meet minimum peace officer standards as specified in California Government Code Sections 1029
L04 and 1031, including but not limited to: not currently on probation for a misdemeanor; no prior felony
L05 convictions (unless fully pardoned); good moral character as determined by thorough background
L06 investigation (this includes a polygraph examination and/or computer voice stress analysis); submission of
L07 fingerprints for purpose of a criminal record check; and found to be free from any physical, emotional, or
L08 mental condition, including bias against race or ethnicity, gender, nationality, religion, disability, or sexual
L09 orientation, that might adversely affect the exercise of the powers of a peace officer.

L10
L11 **SPECIAL SUBCLASS RECRUITMENT:**

L12 Recruitments for this classification may be conducted according to the special divisions or programs in
L13 which the vacancy exists and the requirements of the position.

L14
L15 This class specification generally describes the duties and responsibilities characteristic of the position(s)
L16 within this class. The duties of a particular position within a multi-position class may vary from the duties
L17 of other positions within the class. Accordingly, the essential functions of a particular position (whether
L18 it be a multi-position class or a single-position class) will be identified and used by medical examiners and
L19 hiring authorities in the selection process. If you have any questions regarding the duties or the working

L20 conditions of the position, please contact the Human Resources Department at 805.781.5959.

L21

L22 Adopted: 07-01-71

L23 BOS: 11-17-99

L24 Revised: 01-25-17

L25 03-24-21

L26 XX-XX-XX

DRAFT

1 **HUMAN RESOURCES DEPARTMENT**

2 San Luis Obispo County

3
4
5 **DEPUTY PROBATION OFFICER III**

6
7 **DEFINITION:**

8
9 This class level is not part of the Deputy Probation Officer career series. Incumbents in this classification
10 perform tasks at an advanced level and are primarily in special assignments.

11
12 Under direction, ~~acts~~the Deputy Probation Officer III is responsible to act as a lead in assisting the
13 Supervising Deputy Probation Officer in reviewing and supervising the work of a group of Deputy Probation
14 Officers assigned juvenile or adult cases; or ~~acts as~~serve in a specialized assignment, which may include
15 Probation department court officer ~~representing the Probation Department in Juvenile or Superior Court; or~~
16 ~~acts as the department's, background investigator,~~ training coordinator; ~~or acts as the department's,~~ field
17 training officer, or as investigator in multi-agency taskforce; and ~~does~~perform other related work as
18 required.

19
20 **REPRESENTATIVE DUTIES:**

21 (Not in order of importance)

- 22 • ~~Keeps~~Keep supervisor appraised of field work of assigned Deputy Probation Officers;
- 23 • May serve as the Supervising Deputy Probation Officer, in the absence of the Supervising Deputy
24 Probation Officer;
- 25 • ~~Guides, reviews~~Guide, review, and ~~evaluates~~evaluate the field work of assigned Deputy Probation
26 Officers;
- 27 • ~~Prepares~~Prepare for and ~~attends~~attend juvenile court and adult court hearings;
- 28 • ~~Assists~~Assist in training of staff on an ongoing basis;
- 29 • ~~Develops~~Develop and ~~monitors~~monitor training budget;
- 30 • ~~Evaluates~~Evaluate training program;
- 31 • ~~Recommends~~Recommend training by assessing needs;
- 32 • May personally handle the most complex and difficult probation cases;

- ~~Conducts~~Conduct background investigations;
- May assist or conduct investigations when a probation violation is alleged which included interviewing, search and seizure, and collection of evidence;
- ~~Apprehends~~Apprehend and ~~arrests~~arrest probationers who are suspected of involvement in criminal activity or violation of probation;
- ~~Attends~~Attend various conferences, workshops, and departmental training meetings;
- ~~Coordinates~~Coordinate and ~~reports~~report to State agencies governing probation peace officer training standards;
- ~~Works~~Work cooperatively with other law enforcement, court and social services/treatment staff, and may participate in multi-agency task force assignments;
- May represent the Department before interested groups and individuals.

EMPLOYMENT STANDARDS:

Knowledge of:

- Evidence Based Practices of adult and juvenile probation casework and of related court procedures;
- Principles of safe and effective field work;
- Principles and methods of investigation and supervision of probation cases;
- Available community resources and their utilization in assisting probationers;
- State laws and County lawsordinances relating to probation work;
- ~~Principles of budget preparation and financial controls;~~
- ~~Accepted~~Effective methods of supervision and training.

Ability to:

- Coordinate the work of others and communicate training needs to supervisors;
- Implement Evidence Based Practices in the supervision of adult and juvenile probationers;
- Train officers in safe and effective field work;
- Analyze situations accurately and adopt an effective course of action;
- Apply, and effectively explain rules, regulations, policies, and procedures;
- Write complex court reports;
- Develop training scenarios;

- Establish and maintain effective relationships with citizens, other employees, outside agencies, and public officials; ~~exercising~~ good judgement and tact;
- Work under stressful and adverse conditions;
- Enforce the law firmly, tactfully, and impartially, and deal courteously with the general public;
- ~~Learn the proper~~ Appropriately use ~~of~~ firearms and other devices, for personal security, and protection of others;
- Effectively control frustrated, angry, and emotionally disturbed individuals;
- Exercise good judgement in handling potentially hostile individuals, and ~~have the ability to~~ deescalate conflicts;
- Apply the principles and values of the department's community-based policing guidelines;
- Model effective communication, both verbally and in writing.

EDUCATION/ AND EXPERIENCE:

A combination of education, training, and experience which has led to the acquisition of the required knowledge, skills, and abilities. An example of qualification education and experience includes:

Graduation from an accredited ~~institution~~ four-year college or university with a bachelor's degree ~~in the social or behavioral sciences is required.~~ (Job-related experience may be substituted for the required education ~~on a year for year basis.~~). In addition, three years of experience ~~equivalent to the~~ as a Deputy Probation Officer II ~~level or higher is required~~ equivalent.

LICENSES AND CERTIFICATES:

A valid driver's license is required at the time of application. A valid California driver's license is required at the time of appointment and must be maintained throughout employment.

Successful completion of the Laws and Arrest component of Penal Code 832 training prior to appointment.

Successful completion of the Board of State and Community Corrections, Standards and Training for Corrections, for Deputy Probation Officer CORE Academy prior to appointment.

95
96 **OTHER CONDITIONS OF EMPLOYMENT:**

97 Must be able to work a variety of shifts including irregular hours, weekends, and holidays.

98

99 **PHYSICAL/PSYCHOLOGICAL TESTING EXAM:**

100
101 Must meet minimum peace officer standards as specified in California Government Code
102 Sections 1029 and 1031, including but not limited to: not currently on probation for a
103 misdemeanor; no prior felony convictions (unless fully pardoned); good moral character as
104 determined by thorough background investigation (this includes a polygraph examination
105 and/or computer voice stress analysis); submission of fingerprints for purpose of a criminal
106 record check; and found to be free from any physical, emotional, or mental condition, including
107 bias against race or ethnicity, gender, nationality, religion, disability, or sexual orientation, that
108 might adversely affect the exercise of the powers of a peace officer.

109

110 **SPECIAL SUBCLASS RECRUITMENT:**

111 Recruitments for this classification may be conducted according to the special divisions or programs in
112 which the vacancy exists and the requirements of the position.

113

114 This class specification generally describes the duties and responsibilities characteristic of the position(s)
115 within this class. The duties of a particular position within a multi-position class may vary from the duties
116 of other positions within the class. Accordingly, the essential functions of a particular position (whether it
117 be a multi-position class or a single-position class) will be identified and used by medical examiners and
118 hiring authorities in the selection process. If you have any questions regarding the duties or the working
119 conditions of the position, please contact the Human Resources Department at 805.781.5959.

120

121 Adopted: 6 06-23-10

122 BOS: 7 07-13-10

123 Revised: _____ 01-25-17

124 _____ 03-24-21

125 _____ XX-XX-XX

1 **HUMAN RESOURCES DEPARTMENT**

2 San Luis Obispo County

3
4
5 **DEPUTY PROBATION OFFICER III**

6
7 **DEFINITION:**

8 This class level is not part of the Deputy Probation Officer career series. Incumbents in this classification
9 perform tasks at an advanced level and are primarily in special assignments.

10
11 Under direction, the Deputy Probation Officer III is responsible to act as a lead in assisting the Supervising
12 Deputy Probation Officer in reviewing and supervising the work of a group of Deputy Probation Officers
13 assigned juvenile or adult cases; or serve in a specialized assignment, which may include Probation
14 department court officer, background investigator, training coordinator, field training officer, or as
15 investigator in multi-agency taskforce; and perform other related work as required.

16
17 **REPRESENTATIVE DUTIES:**

18 (Not in order of importance)

- 19 • Keep supervisor appraised of field work of assigned Deputy Probation Officers;
- 20 • May serve as the Supervising Deputy Probation Officer, in the absence of the Supervising Deputy
21 Probation Officer;
- 22 • Guide, review, and evaluate the field work of assigned Deputy Probation Officers;
- 23 • Prepare for and attend juvenile court and adult court hearings;
- 24 • Assist in training of staff on an ongoing basis;
- 25 • Develop and monitor training budget;
- 26 • Evaluate training program;
- 27 • Recommend training by assessing needs;
- 28 • May personally handle the most complex and difficult probation cases;
- 29 • Conduct background investigations;
- 30 • May assist or conduct investigations when a probation violation is alleged which included
31 interviewing, search and seizure, and collection of evidence;

- Apprehend and arrest probationers who are suspected of involvement in criminal activity or violation of probation;
- Attend various conferences, workshops, and departmental training meetings;
- Coordinate and report to State agencies governing probation peace officer training standards;
- Work cooperatively with other law enforcement, court and social services/treatment staff, and may participate in multi-agency task force assignments;
- May represent the Department before interested groups and individuals.

EMPLOYMENT STANDARDS:

Knowledge of:

- Evidence Based Practices of adult and juvenile probation casework and of related court procedures;
- Principles of safe and effective field work;
- Principles and methods of investigation and supervision of probation cases;
- Available community resources and their utilization in assisting probationers;
- State laws and County ordinances relating to probation work;
- Effective methods of supervision and training.

Ability to:

- Coordinate the work of others and communicate training needs to supervisors;
- Implement Evidence Based Practices in the supervision of adult and juvenile probationers;
- Train officers in safe and effective field work;
- Analyze situations accurately and adopt an effective course of action;
- Apply, and effectively explain rules, regulations, policies, and procedures;
- Write complex court reports;
- Develop training scenarios;
- Establish and maintain effective relationships with citizens, other employees, outside agencies, and public officials, exercising good judgement and tact;
- Work under stressful and adverse conditions;
- Enforce the law firmly, tactfully, and impartially, and deal courteously with the general public;
- Appropriately use firearms and other devices, for personal security, and protection of others;
- Effectively control frustrated, angry, and emotionally disturbed individuals;

- Exercise good judgement in handling potentially hostile individuals, and deescalate conflicts;
- Apply the principles and values of the department's community-based policing guidelines;
- Model effective communication, both verbally and in writing.

EDUCATION AND EXPERIENCE:

A combination of education, training, and experience which has led to the acquisition of the required knowledge, skills, and abilities. An example of qualification education and experience includes:

Graduation from an accredited four-year college or university with a bachelor's degree (job-related experience may be substituted for the required education). In addition, three years of experience as a Deputy Probation Officer II or equivalent.

LICENSES AND CERTIFICATES:

A valid driver's license is required at the time of application. A valid California driver's license is required at the time of appointment and must be maintained throughout employment.

Successful completion of the Laws and Arrest component of Penal Code 832 training prior to appointment.

Successful completion of the Board of State and Community Corrections, Standards and Training for Corrections, for Deputy Probation Officer CORE Academy prior to appointment.

OTHER CONDITIONS OF EMPLOYMENT:

Must be able to work a variety of shifts including irregular hours, weekends, and holidays.

PHYSICAL/PSYCHOLOGICAL EXAM:

Must meet minimum peace officer standards as specified in California Government Code Sections 1029 and 1031, including but not limited to: not currently on probation for a misdemeanor; no prior felony convictions (unless fully pardoned); good moral character as determined by thorough background investigation (this includes a polygraph examination and/or computer voice stress analysis); submission of fingerprints for purpose of a criminal record check; and found to be free from any physical, emotional, or

93 mental condition, including bias against race or ethnicity, gender, nationality, religion, disability, or sexual
94 orientation, that might adversely affect the exercise of the powers of a peace officer.

95
96 **SPECIAL SUBCLASS RECRUITMENT:**

97 Recruitments for this classification may be conducted according to the special divisions or programs in
98 which the vacancy exists and the requirements of the position.

99
100 This class specification generally describes the duties and responsibilities characteristic of the position(s)
101 within this class. The duties of a particular position within a multi-position class may vary from the duties
102 of other positions within the class. Accordingly, the essential functions of a particular position (whether it
103 be a multi-position class or a single-position class) will be identified and used by medical examiners and
104 hiring authorities in the selection process. If you have any questions regarding the duties or the working
105 conditions of the position, please contact the Human Resources Department at 805.781.5959.

106
107 Adopted: 06-23-10

108 BOS: 07-13-10

109 Revised: 01-25-17

110 03-24-21

111 XX-XX-XX

1 **HUMAN RESOURCES DEPARTMENT**

2 **San Luis Obispo County**

3
4
5 **SUPERVISING DEPUTY PROBATION OFFICER**

6
7 **DEFINITION:**

8 Under direction, ~~plans, assigns, reviews~~the Supervising Deputy Probation Officer is responsible to plan,
9 ~~assign, review,~~ and ~~supervises~~supervise the work of a group of Deputy Probation Officers ~~assigned juvenile~~
10 ~~or adult cases,~~ Juvenile Services Officers, and /or other Probation Department staff, as designated by the
11 Chief Probation Officer; or ~~acts~~act as court officer representing the Probation Department in Juvenile or
12 Superior Court; or ~~completes~~complete special projects; and ~~does perform~~ other related work as required.

13
14 **REPRESENTATIVE DUTIES:**

15 (Not in order of importance)

- 16 • ~~Consults~~Consult and ~~coordinates~~coordinate with other agencies involving intake and detention
17 decisions relative to juveniles and adults;
- 18 • ~~Prepares~~Prepare legal documents, ~~reports~~report and correspondence pertaining to the intake
19 process of juveniles and adults;
- 20 • ~~Supervises, assigns, guides, reviews~~• Supervise, assign, guide, review and ~~evaluates~~evaluate
21 the casework of subordinate Deputy Probation Officers and Juvenile Services Officers;
- 22 • ~~Prepares~~Prepare for and ~~attends~~attend juvenile court and adult court hearings;
- 23 • ~~Reads~~Read and ~~approves~~approve court reports, orders, and narrative case entries for ~~an~~-assigned
24 unit staff;
- 25 • ~~Trains~~Train and ~~evaluates~~evaluate subordinate staff on an ongoing basis;
- 26 • ~~Assists~~Assist management in the formulation of departmental policies and procedures;
- 27 • ~~Ensures~~Ensure that conditions of probation are properly enforced;
- 28 • ~~Maintains~~Maintain liaison with judges, attorneys, law enforcement agencies, schools, and other
29 public and private agencies and organizations involved in probation casework;
- 30 • ~~Attends~~Attend various conferences, workshops, and departmental training meetings;
- 31 • May represent the department ~~before interested groups in multi-agency meetings~~ and
32 ~~individuals~~public outreach activities;

- ~~Supervises~~Supervise and ~~evaluates~~evaluate the performance of assigned staff; ~~interviews~~interview and ~~selects~~select employees; ~~recommends~~recommend appointments, transfers, reassignments, terminations, and disciplinary actions; ~~assigns~~assign employee duties and reviews work to ensure accuracy, completeness, and compliance with established standards, requirements, and procedures.

EMPLOYMENT STANDARDS:

Knowledge of:

- Modern principles of adult and juvenile probation casework and of related court procedures;
- Principles and methods of investigation and supervision of probation cases;
- Individual and group behavior;
- Available community resources and their utilization in assisting probationers;
- State laws and County lawsordinances relating to probation work;
- ~~Accepted~~Effective methods of supervision and training.

Ability to:

- Interview and assess personal and social maladjustment;
- Develop and implement effective programs for the rehabilitation of adult and juvenile offenders;
- Effectively organize and conduct individual and group counseling programs and ~~to~~ train others in the techniques of counseling;
- Enforce the law firmly, tactfully, and impartially, and deal courteously with the general public;
- Exercise good judgement in handling potentially hostile individuals and ~~have the ability to~~ deescalate conflicts;
- ~~Learn the proper~~Appropriately use ~~of~~ firearms and other devices, for personal security, and protection of others;
- ~~Apply~~Effectively apply the principles and values of the department's ~~community-based policing guidelines~~mission and vision statement, and code of ethics;
- Organize and supervise the casework of others;
- Prepare comprehensive reports;
- Establish and maintain effective relationships with citizens, other employees, outside agencies, and public officials; exercising good judgement and tact;
- Model effective communication, both verbally and in writing;

- Plan, direct, and evaluate the work of subordinate staff as assigned.

EDUCATION/ AND EXPERIENCE:

A combination of education, training, and experience which has led to the acquisition of the required knowledge, skills, and abilities. An example of qualification education and experience includes:

Graduation from an accredited ~~institution~~four-year college or university with a bachelor's degree ~~in the social or behavioral sciences is required.~~ (Job-related experience may be substituted for the required education ~~on a year for year basis.~~) In addition, four years of experience ~~equivalent to the~~ as a Deputy Probation Officer II ~~level or equivalent~~ or Juvenile Services Officer II ~~level or higher is~~equivalent.

Supervising Deputy Probation Officers assigned to supervise employees in the Adult or Juvenile Services Divisions will be required to have prior experience as a Deputy Probation Officer.

LICENSES AND CERTIFICATES:

A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is required at the time of appointment and must be maintained throughout employment.

OTHER CONDITIONS OF EMPLOYMENT:

~~In addition, Successful~~ completion of ~~a Supervising Training Course is required within six months of the time of~~ Laws and Arrest component of Penal Code 832 training prior to appointment.

~~Assignments in this classification are at the discretion of the appointing authority and based upon a combination of organizational need, experience and overall qualifications of the incumbent.~~

Successful completion of the Board of State and Community Corrections, Standards and Training for Corrections, Supervisor CORE Academy within one year of appointment.

PHYSICAL/PSYCHOLOGICAL EXAM:

Must meet minimum peace officer standards as specified in California Government Code Sections 1029 and 1031, including but not limited to: not currently on probation for a misdemeanor; no prior felony convictions (unless fully pardoned); good moral character as determined by thorough background

97 investigation (this includes a polygraph examination and/or computer voice stress analysis); submission of
98 fingerprints for purpose of a criminal record check; and found to be free from any physical, emotional, or
99 mental condition, including bias against race or ethnicity, gender, nationality, religion, disability, or sexual
100 orientation, that might adversely affect the exercise of the powers of a peace officer.

101
102 **SPECIAL SUBCLASS RECRUITMENT:**

103 Recruitments for ~~Supervising Deputy Probation Officer~~this classification may be conducted according to
104 the special divisions or programs in which the vacancy exists and the requirements of the position.

105
106 This class specification generally describes the duties and responsibilities characteristic of the position(s)
107 within this class. The duties of a particular position within a multi-position class may vary from the duties
108 of other positions within the class. Accordingly, the essential functions of a particular position (whether it
109 be a multi-position class or a single-position class) will be identified and used by medical examiners and
110 hiring authorities in the selection process. If you have any questions regarding the duties or the working
111 conditions of the position, please contact the Human Resources Department at 805.781.5959.

112
113 Adopted: 07-01-71

114 Revised: 08-25-99

115 ~~Revised:~~ _____ 06-23-10

116 ~~Revised:~~ _____ 02-24-16

117 ~~Revised:~~ _____ 03-24-21

118 _____ XX-XX-XX

1 **HUMAN RESOURCES DEPARTMENT**

2 **San Luis Obispo County**

3
4
5 **SUPERVISING DEPUTY PROBATION OFFICER**

6
7 **DEFINITION:**

8 Under direction, the Supervising Deputy Probation Officer is responsible to plan, assign, review, and
9 supervise the work of a group of Deputy Probation Officers, Juvenile Services Officers, and/or other
10 Probation Department staff, as designated by the Chief Probation Officer; or act as court officer
11 representing the Probation Department in Juvenile or Superior Court; or complete special projects; and
12 perform other related work as required.

13
14 **REPRESENTATIVE DUTIES:**

15 (Not in order of importance)

- 16 • Consult and coordinate with other agencies involving intake and detention decisions relative to
17 juveniles and adults;
- 18 • Prepare legal documents, report and correspondence pertaining to the intake process of juveniles
19 and adults;
- 20 • Supervise, assign, guide, review and evaluate the casework of subordinate Deputy Probation
21 Officers and Juvenile Services Officers;
- 22 • Prepare for and attend juvenile court and adult court hearings;
- 23 • Read and approve court reports, orders, and narrative case entries for assigned unit staff;
- 24 • Train and evaluate subordinate staff on an ongoing basis;
- 25 • Assist management in the formulation of departmental policies and procedures;
- 26 • Ensure that conditions of probation are properly enforced;
- 27 • Maintain liaison with judges, attorneys, law enforcement agencies, schools, and other public and
28 private agencies and organizations involved in probation casework;
- 29 • Attend various conferences, workshops, and departmental training meetings;
- 30 • May represent the department in multi-agency meetings and public outreach activities;
- 31 • Supervise and evaluate the performance of assigned staff; interview and select employees;
32 recommend appointments, transfers, reassignments, terminations, and disciplinary actions; assign

33 employee duties and reviews work to ensure accuracy, completeness, and compliance with
34 established standards, requirements, and procedures.

35
36 **EMPLOYMENT STANDARDS:**

37 **Knowledge of:**

- 38 • Modern principles of adult and juvenile probation casework and of related court procedures;
- 39 • Principles and methods of investigation and supervision of probation cases;
- 40 • Individual and group behavior;
- 41 • Available community resources and their utilization in assisting probationers;
- 42 • State laws and County ordinances relating to probation work;
- 43 • Effective methods of supervision and training.

44
45 **Ability to:**

- 46 • Interview and assess personal and social maladjustment;
- 47 • Develop and implement effective programs for the rehabilitation of adult and juvenile offenders;
- 48 • Effectively organize and conduct individual and group counseling programs and train others in the
49 techniques of counseling;
- 50 • Enforce the law firmly, tactfully, and impartially, and deal courteously with the general public;
- 51 • Exercise good judgement in handling potentially hostile individuals and deescalate conflicts;
- 52 • Appropriately use firearms and other devices, for personal security, and protection of others;
- 53 • Effectively apply the principles and values of the department's mission and vision statement, and
54 code of ethics;
- 55 • Organize and supervise the casework of others;
- 56 • Prepare comprehensive reports;
- 57 • Establish and maintain effective relationships with citizens, other employees, outside agencies, and
58 public officials, exercising good judgement and tact;
- 59 • Model effective communication, both verbally and in writing;
- 60 • Plan, direct, and evaluate the work of subordinate staff as assigned.

61
62 **EDUCATION AND EXPERIENCE:**

63 A combination of education, training, and experience which has led to the acquisition of the required
64 knowledge, skills, and abilities. An example of qualification education and experience includes:

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Graduation from an accredited four-year college or university with a bachelor's degree (job-related experience may be substituted for the required education). In addition, four years of experience as a Deputy Probation Officer II or equivalent or Juvenile Services Officer II or equivalent.

Supervising Deputy Probation Officers assigned to supervise employees in the Adult or Juvenile Services Divisions will be required to have prior experience as a Deputy Probation Officer.

LICENSES AND CERTIFICATES:

A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is required at the time of appointment and must be maintained throughout employment.

Successful completion of the Laws and Arrest component of Penal Code 832 training prior to appointment.

Successful completion of the Board of State and Community Corrections, Standards and Training for Corrections, Supervisor CORE Academy within one year of appointment.

PHYSICAL/PSYCHOLOGICAL EXAM:

Must meet minimum peace officer standards as specified in California Government Code Sections 1029 and 1031, including but not limited to: not currently on probation for a misdemeanor; no prior felony convictions (unless fully pardoned); good moral character as determined by thorough background investigation (this includes a polygraph examination and/or computer voice stress analysis); submission of fingerprints for purpose of a criminal record check; and found to be free from any physical, emotional, or mental condition, including bias against race or ethnicity, gender, nationality, religion, disability, or sexual orientation, that might adversely affect the exercise of the powers of a peace officer.

SPECIAL SUBCLASS RECRUITMENT:

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties

97 of other positions within the class. Accordingly, the essential functions of a particular position (whether it
98 be a multi-position class or a single-position class) will be identified and used by medical examiners and
99 hiring authorities in the selection process. If you have any questions regarding the duties or the working
100 conditions of the position, please contact the Human Resources Department at 805.781.5959.

101
102 Adopted: 07-01-71

103 Revised: 08-25-99

104 06-23-10

105 02-24-16

106 03-24-21

107 XX-XX-XX

DRAFT

1 **HUMAN RESOURCES DEPARTMENT**

2 **San Luis Obispo County**

3
4
5 **CHIEF DEPUTY PROBATION OFFICER**

6
7 **DEFINITION:**

8
9 Under general direction, ~~plans, organizes, directs~~ the Chief Deputy Probation Officer is responsible to plan,
10 organize, direct and ~~coordinates~~coordinate the activities and administration of a major division within the
11 Probation Department; ~~coordinates~~coordinate and ~~directs~~direct communications, resources, and personnel
12 in support of probation services, and ~~ensures~~ensure smooth and efficient division operations; ~~assigns,~~
13 ~~supervises~~assign, supervise and ~~evaluates~~evaluate the performance of assigned personnel; and
14 ~~performs~~perform other related work as required.

15
16 **REPRESENTATIVE DUTIES:**

17 (Not in order of importance)

- 18
- 19 • ~~Plans, organizes, directs~~Plan, organize, direct, and ~~supervises~~supervise the operations and activities
20 of a major assigned division; ~~establishes~~establish and ~~maintains~~maintain department timelines and
21 priorities; ~~ensures~~and ensure related functions and activities comply with established state and
22 federal~~s~~, laws, regulations, and ordinances;
 - 23 • ~~Develops, monitors~~Develop, monitor, and ~~analyzes~~analyze goals, objectives, ~~policy~~policies and
24 procedures to ensure divisional goals are achieved; ~~assists~~and assist in development of the
25 Department's strategic plan;
 - 26 • ~~Supervises~~Supervise and ~~evaluates~~evaluate the performance of assigned staff; ~~interviews~~interview
27 and ~~selects~~select employees; ~~recommends~~recommend appointments, transfers, reassignments,
28 terminations, and disciplinary actions; ~~assigns~~assign employee duties, and ~~reviews~~review work to
29 ensure accuracy, completeness, and compliance with established standards, requirements, and
30 procedures;

- ~~Monitors~~Monitor and ~~analyzes~~analyze division programs, activities, and related probationary, correctional, and enforcement functions for financial effectiveness and operational efficiency; ~~assists~~assist in development and preparation of budget; ~~reviews~~review and ~~analyzes~~analyze budgetary and financial data; and controls and ~~authorizes~~authorize expenditures in accordance with established limitations;
- ~~Provides~~Provide consultation and technical expertise to administrators, personnel, outside agencies, and the public concerning division operations, activities, and related probation and correctional functions; ~~responds~~respond to inquiries, ~~resolves~~resolve issues and conflicts; ~~provides~~and provide detailed and technical information concerning related laws, codes, standards, regulations, policies, and procedures;
- ~~Coordinates~~Coordinate communications of divisional activities within the Department, County staff, law enforcement organizations, courts, and various local, State, and Federal agencies; and may represent Department at conferences and before state and local organizations;
- ~~Coordinates~~Coordinate the preparation of technical and administrative reports; ~~assures~~and assure mandated reports are completed and submitted to appropriate local, State or Federal agency according to established timelines.

EMPLOYMENT STANDARDS:

Knowledge of:

- Planning, organization, and direction of assigned division operations and activities;
- Practices, procedures, and techniques involved in the development and implementation of division programs, projects, functions, services, goals, objectives, systems, and activities;
- ~~Accepted~~Effective practices of employee supervision and evaluation;
- Modern methods of probationary and correctional functions, including requirements for effective placement, treatment, referral, care, and custody of convicted juveniles and adults;
- Legal terminology, processes, and procedures related to probationary and correctional functions;
- California Penal Code and Welfare Institutions Code;
- Applicable local, State, and Federal laws, codes, ordinances, regulations, policies, and procedures related to probation work;
- Principles and practices of administration;

- Principles of budget preparation and financial controls;
- ~~Oral and written communication skills;~~
- ~~Interpersonal skills using tact, patience, and courtesy;~~
- Public relations techniques.

Ability to:

- Plan, organize, control and direct the operations and activities of an assigned division;
- Coordinate and direct communications, resources, and personnel to meet County probation and correctional needs and ensure smooth and efficient division activities;
- Supervise, train, and evaluate the performance of assigned personnel;
- Oversee the development and implementation of division programs, projects, functions, services, goals, objectives, systems, and activities;
- Provide consultation and technical expertise concerning division operations, activities, and related probationary and correctional functions;
- Monitor, analyze, and modify policies, procedures, and programs to enhance the financial effectiveness and operational efficiency of an assigned division;
- Interpret, apply, and explain rules, regulations, policies, and procedures;
- Collect, interpret, and evaluate budgetary, statistical, and accounting data;
- Enforce the law firmly, tactfully, and impartially, and deal courteously with the general public;
- Exercise good judgement in handling potentially hostile individuals, and ~~have the ability to~~ deescalate conflicts;
- ~~Learn the proper~~ Appropriately use ~~of~~ firearms and other devices, for personal security, and protection of others;
- Establish and maintain effective relationships with citizens, other employees, outside agencies, and public officials, exercising good judgement and tact;
- Operate a computer and assigned office equipment;
- Analyze situations accurately, and adopt an effective course of action;
- Prepare comprehensive narrative and statistical reports;
- Model effective communication, both verbally and in writing;
- Apply the principals and values of the department's community-based policing guidelines.

95
96
97 **EDUCATION AND EXPERIENCE:**
98

99 A combination of education, training, and experience which has led to the acquisition of the required
100 knowledge, skills, and abilities. An example of qualification education and experience includes:
101

102 Graduation from an accredited four-year college or university with a bachelor's degree ~~in criminal justice,~~
103 ~~sociology, public administration or a related field is required.~~ (Job-related experience may substitute for the
104 required education ~~on a year for year basis.~~) In addition, five years of increasingly responsible experience
105 working in the field of Probation, including three years ~~equivalent to~~ a Supervising Deputy Probation
106 Officer or ~~higher level position is required~~ equivalent.
107

108 **LICENSES AND CERTIFICATES:**
109

110 A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is required
111 at the time of appointment and must be maintained throughout employment. ~~In addition, PC 832 Training~~
112 ~~Course Certification is required within six months of time of appointment and completion of Board of Corrections~~
113 ~~certified Manager Core Academy is required within one year of time of appointment.~~
114

115 **~~OTHER CONDITIONS OF EMPLOYMENT:~~**

116 ~~Candidate must meet minimum qualifications for a Peace Officer as defined by Government Code 1031.~~
117

118 Successful completion of the Laws and Arrest component of Penal Code 832 training prior to appointment.
119

120 Successful completion of Board of State and Community Corrections, Standards and Training for
121 Corrections, certified Manager Core Academy within one year of appointment.
122

123 **PHYSICAL/PSYCHOLOGICAL TESTING EXAM:**
124

125 Must meet minimum peace officer standards as specified in California Government Code Sections 1029
126 and 1031, including but not limited to: not currently on probation for a misdemeanor; no prior felony
127 convictions (unless fully pardoned); good moral character as determined by thorough background

128 investigation (this includes a polygraph examination and/or computer voice stress analysis); submission of
129 fingerprints for purpose of a criminal record check; and found to be free from any physical, emotional, or
130 mental condition, including bias against race or ethnicity, gender, nationality, religion, disability, or sexual
131 orientation, that might adversely affect the exercise of the powers of a peace officer.

132 ~~might adversely affect the exercise of the powers of a peace officer.~~
133

134 **SPECIAL SUBCLASS RECRUITMENT:**

135
136 Recruitments for this classification may be conducted according to the special divisions or programs in
137 which the vacancy exists and the requirements of the position.
138

139 This class specification generally describes the duties and responsibilities characteristic of the position(s)
140 within this class. The duties of a particular position within a multi-position class may vary from the duties
141 of other positions within the class. Accordingly, the essential functions of a particular position (whether it
142 be a multi-position class or a single-position class) will be identified and used by medical examiners and
143 hiring authorities in the selection process. If you have any questions regarding the duties or the working
144 conditions of the position, please contact the Human Resources Department at 805.781.5959.
145

146 Adopted: _____ 06-23-10

147 BOS Approved: _____ 07-13-10

148 Revised: _____ 10-28-15

149 _____ 03-24-21

150 _____ ~~XX-XX-XX~~

1 **HUMAN RESOURCES DEPARTMENT**

2 **San Luis Obispo County**

3
4 **CHIEF DEPUTY PROBATION OFFICER**

5
6 **DEFINITION:**

7 Under general direction the Chief Deputy Probation Officer is responsible to plan, organize, direct and
8 coordinate the activities and administration of a major division within the Probation Department;
9 coordinate and direct communications, resources, and personnel in support of probation services, and
10 ensure smooth and efficient division operations; assign, supervise and evaluate the performance of
11 assigned personnel; and perform other related work as required.

12
13 **REPRESENTATIVE DUTIES:**

14 (Not in order of importance)

- 15 • Plan, organize, direct, and supervise the operations and activities of a major assigned division;
16 establish and maintain department timelines and priorities; and ensure related functions and
17 activities comply with established state and federal, laws, regulations, and ordinances;
- 18 • Develop, monitor, and analyze goals, objectives, policies and procedures to ensure divisional goals
19 are achieved; and assist in development of the Department's strategic plan;
- 20 • Supervise and evaluate the performance of assigned staff; interview and select employees;
21 recommend appointments, transfers, reassignments, terminations, and disciplinary actions;
22 assign employee duties, and review work to ensure accuracy, completeness, and compliance with
23 established standards, requirements, and procedures;
- 24 • Monitor and analyze division programs, activities, and related probationary, correctional, and
25 enforcement functions for financial effectiveness and operational efficiency; assist in development
26 and preparation of budget; review and analyze budgetary and financial data; and controls and
27 authorize expenditures in accordance with established limitations;
- 28 • Provide consultation and technical expertise to administrators, personnel, outside agencies, and
29 the public concerning division operations, activities, and related probation and correctional

30 functions; respond to inquiries, resolve issues and conflicts; and provide detailed and technical
31 information concerning related laws, codes, standards, regulations, policies, and procedures;

- 32 • Coordinate communications of divisional activities within the Department, County staff, law
33 enforcement organizations, courts, and various local, State, and Federal agencies; and may
34 represent Department at conferences and before state and local organizations;
- 35 • Coordinate the preparation of technical and administrative reports; and assure mandated reports
36 are completed and submitted to appropriate local, State or Federal agency according to
37 established timelines.

38
39 **EMPLOYMENT STANDARDS:**

40 **Knowledge of:**

- 41 • Planning, organization, and direction of assigned division operations and activities;
- 42 • Practices, procedures, and techniques involved in the development and implementation of
43 division programs, projects, functions, services, goals, objectives, systems, and activities;
- 44 • Effective practices of employee supervision and evaluation;
- 45 • Modern methods of probationary and correctional functions, including requirements for effective
46 placement, treatment, referral, care, and custody of convicted juveniles and adults;
- 47 • Legal terminology, processes, and procedures related to probationary and correctional functions;
- 48 • California Penal Code and Welfare Institutions Code;
- 49 • Applicable local, State, and Federal laws, codes, ordinances, regulations, policies, and procedures
50 related to probation work;
- 51 • Principles and practices of administration;
- 52 • Principles of budget preparation and financial controls;
- 53 • Public relations techniques.

54
55 **Ability to:**

- 56 • Plan, organize, control and direct the operations and activities of an assigned division;
- 57 • Coordinate and direct communications, resources, and personnel to meet County probation and
58 correctional needs and ensure smooth and efficient division activities;
- 59 • Supervise, train, and evaluate the performance of assigned personnel;

- 60 • Oversee the development and implementation of division programs, projects, functions, services,
61 goals, objectives, systems, and activities;
- 62 • Provide consultation and technical expertise concerning division operations, activities, and related
63 probationary and correctional functions;
- 64 • Monitor, analyze, and modify policies, procedures, and programs to enhance the financial
65 effectiveness and operational efficiency of an assigned division;
- 66 • Interpret, apply, and explain rules, regulations, policies, and procedures;
- 67 • Collect, interpret, and evaluate budgetary, statistical, and accounting data;
- 68 • Enforce the law firmly, tactfully, and impartially, and deal courteously with the general public;
- 69 • Exercise good judgement in handling potentially hostile individuals, and deescalate conflicts;
- 70 • Appropriately use firearms and other devices, for personal security, and protection of others;
- 71 • Establish and maintain effective relationships with citizens, other employees, outside agencies,
72 and public officials, exercising good judgement and tact;
- 73 • Operate a computer and assigned office equipment;
- 74 • Analyze situations accurately, and adopt an effective course of action;
- 75 • Prepare comprehensive narrative and statistical reports;
- 76 • Model effective communication, both verbally and in writing;
- 77 • Apply the principals and values of the department's community-based policing guidelines.

79 **EDUCATION AND EXPERIENCE:**

80 A combination of education, training, and experience which has led to the acquisition of the required
81 knowledge, skills, and abilities. An example of qualification education and experience includes:

82
83 Graduation from an accredited four-year college or university with a bachelor's degree (job-related
84 experience may substitute for the required education). In addition, five years of increasingly responsible
85 experience working in the field of Probation, including three years as a Supervising Deputy Probation
86 Officer or equivalent.

88 **LICENSES AND CERTIFICATES:**

89 A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is
90 required at the time of appointment and must be maintained throughout employment.

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Successful completion of the Laws and Arrest component of Penal Code 832 training prior to appointment.

Successful completion of Board of State and Community Corrections, Standards and Training for Corrections, certified Manager Core Academy within one year of appointment.

PHYSICAL/PSYCHOLOGICAL EXAM:

Must meet minimum peace officer standards as specified in California Government Code Sections 1029 and 1031, including but not limited to: not currently on probation for a misdemeanor; no prior felony convictions (unless fully pardoned); good moral character as determined by thorough background investigation (this includes a polygraph examination and/or computer voice stress analysis); submission of fingerprints for purpose of a criminal record check; and found to be free from any physical, emotional, or mental condition, including bias against race or ethnicity, gender, nationality, religion, disability, or sexual orientation, that might adversely affect the exercise of the powers of a peace officer.

SPECIAL SUBCLASS RECRUITMENT:

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the positions(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Human Resources Department at 805.781.5959.

- Adopted: 06-23-10
- BOS Approved: 07-13-10
- Revised: 10-28-15
- 03-24-21

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1 **HUMAN RESOURCES DEPARTMENT**

2 **San Luis Obispo County**

3
4
5 **PROBATION ASSISTANT**

6
7 **DEFINITION:**

8 Under general supervision, assists the public, Deputy Probation Officers, Collections Officers, and
9 others other Probation Department personnel by performing routine tasks associated with facilitation a variety
10 of probation casework; monitor administrative and supervise juveniles in the Community School sites; assist in
11 a limited capacity in supervising juvenile basic case management support duties which may include a variety
12 of public relations and adult probationers who are on moderate or minimum risk, or bank caseloads; technical
13 work, and do perform other related work as required.

14
15 **TYPICAL TASKS:**

16 Interviews clients to gather information regarding social history, prior record, financial ability to pay, current
17 offenses to help analyze and assist in developing case plans; supervise and monitor clients in Community
18 School setting; informs clients of responsibilities to the Courts; check progress, monitor criminal activity,
19 determine whereabouts of clients through computer and telephone inquiries; maintain up to date caseload
20 information by chronological files and access, input, and analyze data using a computer; handle
21 correspondence and use of telephone with law enforcement agencies, the Court, and other associated
22 agencies; assist in preparing reports, memos or E-mail to inform the Court of violations of probation and
23 clients progress; oversee collection of samples for substance abuse testing; provide transportation for juveniles
24 and/or adults receiving Court ordered services; communicate with all Criminal Justice Agencies and/or
25 treatment facilities as needed to verify and ensure court ordered compliance.

26
27 **DISTINGUISHING CHARACTERISTICS:**

28 Probation Assistants report directly to a This is a non-sworn classification responsible for performing a variety
29 of routine support duties for Deputy Probation Officer or Officers, and others as assigned. Probation
30 Assistants are Incumbents perform a wide variety of routine clerical, and administrative tasks to support
31 probation and collection activities, receive on-the-job training in basic case management duties, and
32 provide routine information and instructions to youth and adults on probation, families, and the public.

33
34 This class is distinguished from the classes of Deputy Probation Officer and Juvenile Services Officer in that
35 the Assistant class has no latter are sworn peace officer powers, is assigned duties to assist in supervising adult
36 and juvenile probationers officers who are on moderate or minimum risk, or bank caseloads, and will not be
37 assigned to perform community supervision of persons on probation, make arrests, conduct searches,

38 directly supervise minors detained in youth at the Juvenile Services Center. – Hall and Coastal Valley Academy
39 Camp program, and perform independent case investigations and assessments.

41 **REPRESENTATIVE DUTIES:**

42 (Not in order of importance)

- 43 • Perform reception and administrative duties to assist clients in communicating with representatives
44 of the Department;
- 45 • Prepare and process routine correspondence; pick-up and deliver court documents, reports, and
46 other department correspondence;
- 47 • Support clients with case assistance, completing forms, answering questions, and obtaining
48 information on their behalf;
- 49 • Receive and process payments related to court fines and victim restitution;
- 50 • May post and balance source documents to journals and ledgers, in support of court fines and
51 victim restitution collection;
- 52 • Perform administrative duties in the scheduling and coordination of County/State mandated
53 training;
- 54 • Assist in preparing reports, petitions, and other legal documents, to inform the court of violations
55 of probation and client progress;
- 56 • Communicate with criminal justice partners, treatment providers, and non-governmental agencies,
57 as needed, to verify and ensure court-ordered compliance;
- 58 • Assist Deputy Probation Officers with scheduling and conducting interviews with clients, victims,
59 and related parties, to gather information for court reports, case plans, and other case management
60 purposes;
- 61 • May enter or retrieve data directly into/from department case management system and other
62 information recording systems;
- 63 • Log information such as contacts, services provided, case progress, change of client information,
64 and file and maintain program notes;
- 65 • Assist in transporting justice-involved persons, and monitor and transport youth and families
66 participating in non-custodial services;
- 67 • Assist with client intake, orientation, and program sign-up as needed;
- 68 • Assist the Department with outreach, education, and recruitment activities;
- 69 • Communicate and receive information on behalf of the Deputy Probation Officer/Collections Officer

70 from law enforcement, schools, parents, victims, treatment providers, and collateral agencies, or
71 community members, regarding clients, under direct supervision and review, of a Deputy Probation
72 Officer/Collection Officer;

73 • Process closing/termination of cases, draft informational, non-compliance, and suitability,
74 restitution determinations and progress memorandums;

75 • May be required to testify in court;

76 • Perform other duties as assigned.

78 **EMPLOYMENT STANDARDS:**

79 **Knowledge of:**

81 • Interviewing, Basic concepts of community corrections;

82 • Basic client interviewing, general counseling, and crisis intervention techniques; developmental

83 • Court processes and basic legal terminology;

84 • Standard office practices and procedures, including filing and the operation of standard office
85 equipment, and general operation of computer equipment and software programs;

86 • Record keeping principles and practices;

87 • Developmental stages of minors/youth, including parenting skills and conflict resolution methods;
88 cultural

89 • Cultural diversity; effective

90 • Effective communication and report writing; skills.

91 **Ability to:**

92 • Understand and follow oral and written instructions; read

93 • Read, understand and comply with laws, regulations, and procedures; interact well

94 • Interact efficiently with a diverse population of probation clients; maintain

95 • Maintain confidentiality of client information; act

96 • Act independently under direction and consultation with supervisors; keep

97 • Keep and maintain accurate and complete file information; develop good

98 • Develop proficient interviewing skills; counsel for clients, victims, and related parties;

99 • Counsel adult and juvenile offenders effectively; work effectively

100 • Work successfully in a participatory/team environment;

- Operate computers and software programs (e.g., Microsoft Office 365, databases, and other applications) to conduct, compile, and/or generate documentation, and modern communication and social media tools.

EDUCATION/EXPERIENCE:

~~Either A:— combination of education, training, and experience which has led to the acquisition of the required knowledge, skills, and abilities. Examples of qualification education and experience includes:~~

~~Completion of 60 semester units or 90 quarter units of college ~~with major~~ course work ~~in corrections, criminal justice, social science or a related field.~~ (Job related experience ~~in dealing with a diverse population, family relationships, the development of youth and delinquency factors such as attachment disorders, learning disabilities, developmental delays, substance abuse and truancy~~ may be substituted for the required education ~~on a year to year basis.); Or B: Two); OR~~~~

~~Graduation from high school or possession of a General Education Development (GED) certificate indicating high school graduation or its equivalent and two years clerical experience ~~equivalent to a Legal Clerk level in a Probation Department or other related criminal justice agency; including familiarity in applicable documents, procedures and functions of the Probation Department that included considerable public contact.~~~~

LICENSES AND CERTIFICATES:

A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is required at the time of appointment and must be maintained throughout employment.

OTHER CONDITIONS OF EMPLOYMENT:

Must pass a thorough background investigation, including a ~~finger print~~fingerprint and criminal record check and meet all job-related physical ~~and psychological~~ requirements.

SPECIAL SUBCLASS RECRUITMENT:

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties

134 of other positions within the class. Accordingly, the essential ~~duties~~functions of a particular position
135 (whether it be a multi-position class or a single-position class) will be identified and used by medical
136 examiners and hiring authorities in the selection process. ~~This information will also be made available for~~
137 ~~review at the time of any recruitment for that position and at such other times as reasonably required~~If you
138 have any questions regarding the duties of the working conditions of the position, please contact the
139 Human Resources Department at 805-781-5959.

140
141 Adopted:—__08-26-98

142 Revised: __XX-XX-XX

1 **HUMAN RESOURCES DEPARTMENT**

2 **San Luis Obispo County**

3
4 **PROBATION ASSISTANT**

5
6 **DEFINITION:**

7 Under general supervision, assists the public, Deputy Probation Officers, Collections Officers, and other
8 Probation Department personnel by performing a variety of administrative and basic case management
9 support duties which may include a variety of public relations and technical work, and perform other
10 related work as required.

11
12 **DISTINGUISHING CHARACTERISTICS:**

13 This is a non-sworn classification responsible for performing a variety of routine support duties for Deputy
14 Probation Officers, and others as assigned. Incumbents perform a wide variety of routine clerical, and
15 administrative tasks to support probation and collection activities, receive on-the-job training in basic case
16 management duties, and provide routine information and instructions to youth and adults on probation,
17 families, and the public.

18
19 This class is distinguished from the Deputy Probation Officer and Juvenile Services Officer in that the latter
20 are sworn peace officers who perform community supervision of persons on probation, make arrests,
21 conduct searches, directly supervise detained youth at the Juvenile Hall and Coastal Valley Academy Camp
22 program, and perform independent case investigations and assessments.

23
24 **REPRESENTATIVE DUTEIS:**

25 (Not in order of importance)

- 26 • Perform reception and administrative duties to assist clients in communicating with representatives
27 of the Department;
- 28 • Prepare and process routine correspondence; pick-up and deliver court documents, reports, and
29 other department correspondence;
- 30 • Support clients with case assistance, completing forms, answering questions, and obtaining
31 information on their behalf;
- 32 • Receive and process payments related to court fines and victim restitution;

- 33 • May post and balance source documents to journals and ledgers, in support of court fines and
34 victim restitution collection;
- 35 • Perform administrative duties in the scheduling and coordination of County/State mandated
36 training;
- 37 • Assist in preparing reports, petitions, and other legal documents, to inform the court of violations
38 of probation and client progress;
- 39 • Communicate with criminal justice partners, treatment providers, and non-governmental agencies,
40 as needed, to verify and ensure court-ordered compliance;
- 41 • Assist Deputy Probation Officers with scheduling and conducting interviews with clients, victims,
42 and related parties, to gather information for court reports, case plans, and other case management
43 purposes;
- 44 • May enter or retrieve data directly into/from department case management system and other
45 information recording systems;
- 46 • Log information such as contacts, services provided, case progress, change of client information,
47 and file and maintain program notes;
- 48 • Assist in transporting justice-involved persons, and monitor and transport youth and families
49 participating in non-custodial services;
- 50 • Assist with client intake, orientation, and program sign-up as needed;
- 51 • Assist the Department with outreach, education, and recruitment activities;
- 52 • Communicate and receive information on behalf of the Deputy Probation Officer/Collections Officer
53 from law enforcement, schools, parents, victims, treatment providers, and collateral agencies, or
54 community members, regarding clients, under direct supervision and review, of a Deputy Probation
55 Officer/Collection Officer;
- 56 • Process closing/termination of cases, draft informational, non-compliance, and suitability,
57 restitution determinations and progress memorandums;
- 58 • May be required to testify in court;
- 59 • Perform other duties as assigned.

60
61 **EMPLOYMENT STANDARDS:**

62 **Knowledge of:**

- 63 • Basic concepts of community corrections;
- 64 • Basic client interviewing, general counseling, and crisis intervention techniques;

- 65 • Court processes and basic legal terminology;
- 66 • Standard office practices and procedures, including filing and the operation of standard office
- 67 equipment, and general operation of computer equipment and software programs;
- 68 • Record keeping principles and practices;
- 69 • Developmental stages of youth, including parenting skills and conflict resolution methods;
- 70 • Cultural diversity;
- 71 • Effective communication and report writing skills.

72

73 **Ability to:**

- 74 • Understand and follow oral and written instructions;
- 75 • Read, understand and comply with laws, regulations, and procedures;
- 76 • Interact efficiently with a diverse population of probation clients;
- 77 • Maintain confidentiality of client information;
- 78 • Act independently under direction and consultation with supervisors;
- 79 • Keep and maintain accurate and complete file information;
- 80 • Develop proficient interviewing skills for clients, victims, and related parties;
- 81 • Counsel adult and juvenile offenders effectively;
- 82 • Work successfully in a participatory/team environment;
- 83 • Operate computers and software programs (e.g., Microsoft Office 365, databases, and other
- 84 applications) to conduct, compile, and/or generate documentation, and modern communication
- 85 and social media tools.

86

87 **EDUCATION/EXPERIENCE:**

88 A combination of education, training, and experience which has led to the acquisition of the required

89 knowledge, skills, and abilities. Examples of qualification education and experience includes:

90

91 Completion of 60 semester units or 90 quarter units of college course work (Job related experience may be

92 substituted for the required education); OR

93 Graduation from high school or possession of a General Education Development (GED) certificate

94 indicating high school graduation or its equivalent and two years clerical experience that included

95 considerable public contact.

97 **LICENSES AND CERTIFICATES:**

98 A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is required
99 at the time of appointment and must be maintained throughout employment.

100

101 **OTHER CONDITIONS OF EMPLOYMENT:**

102 Must pass a thorough background investigation, including a fingerprint and criminal record check and meet
103 all job-related physical requirements.

104

105 **SPECIAL SUBCLASS RECRUITMENT:**

106 Recruitments for this classification may be conducted according to the special divisions or programs in
107 which the vacancy exists and the requirements of the position.

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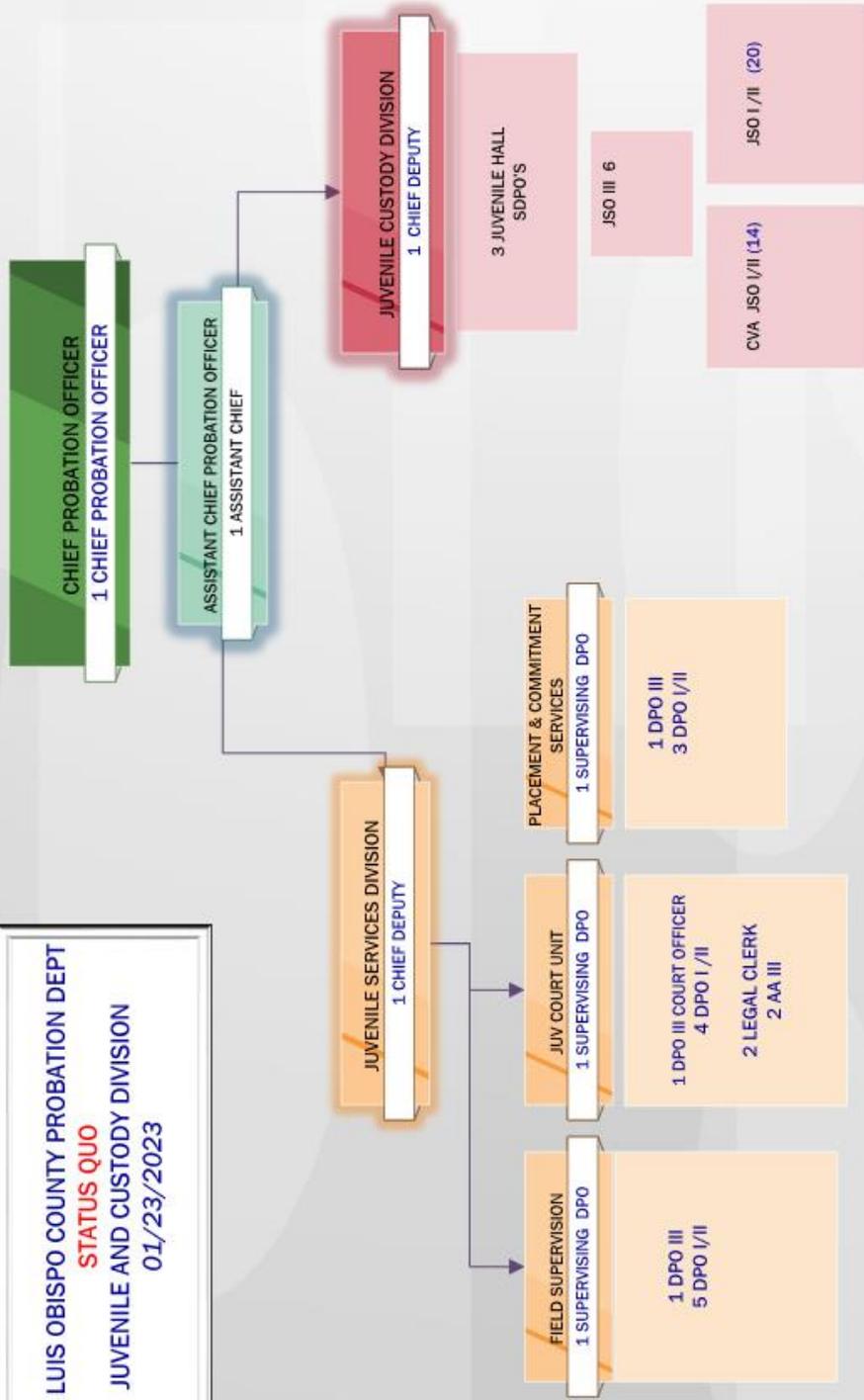
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111 of other positions within the class. Accordingly, the essential functions of a particular position (whether it
112 be a multi-position class or a single-position class) will be identified and used by medical examiners and
113 hiring authorities in the selection process. If you have any questions regarding the duties of the working
114 conditions of the position, please contact the Human Resources Department at 805-781-5959.

115

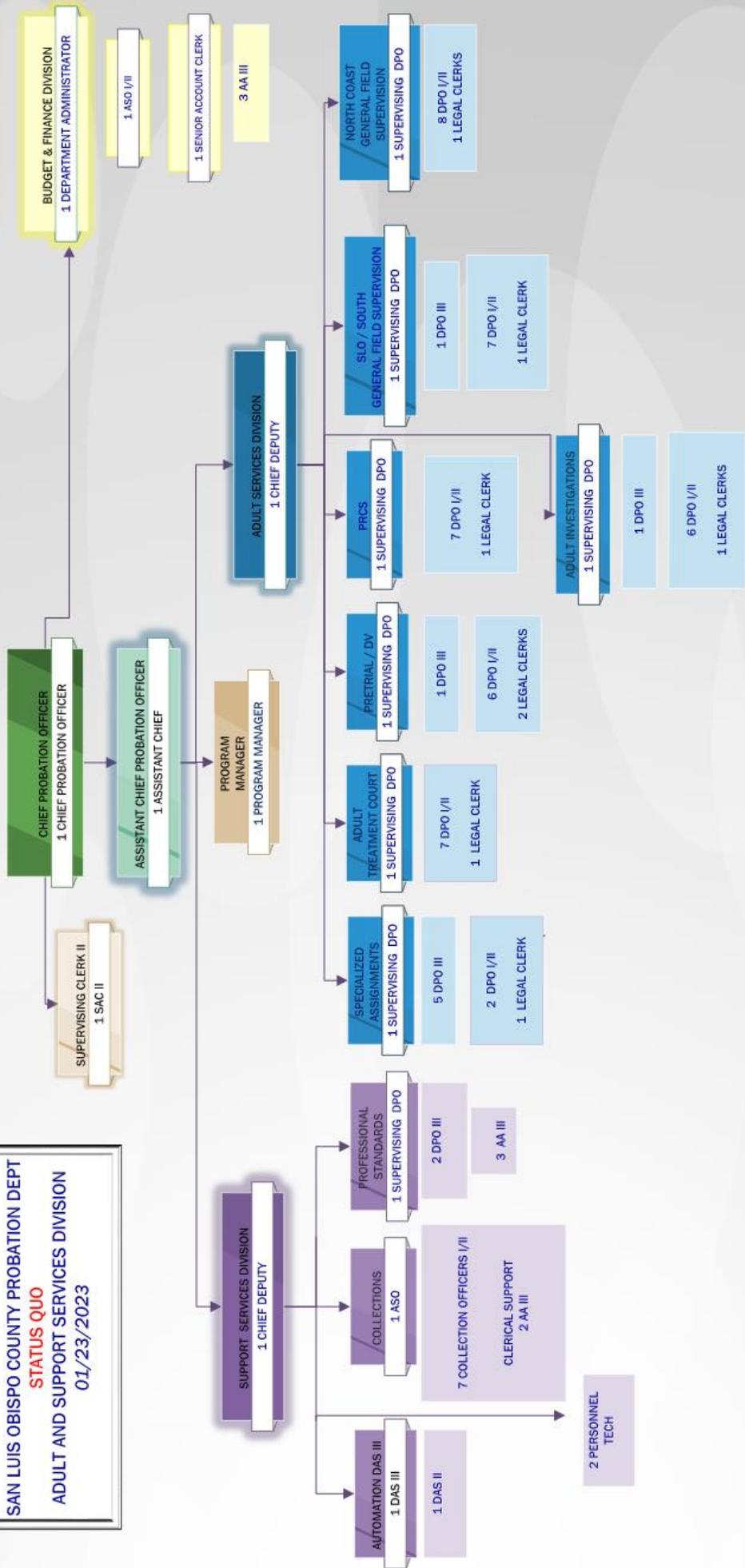
116 Adopted: 08-26-98

117 Revised: XX-XX-XX

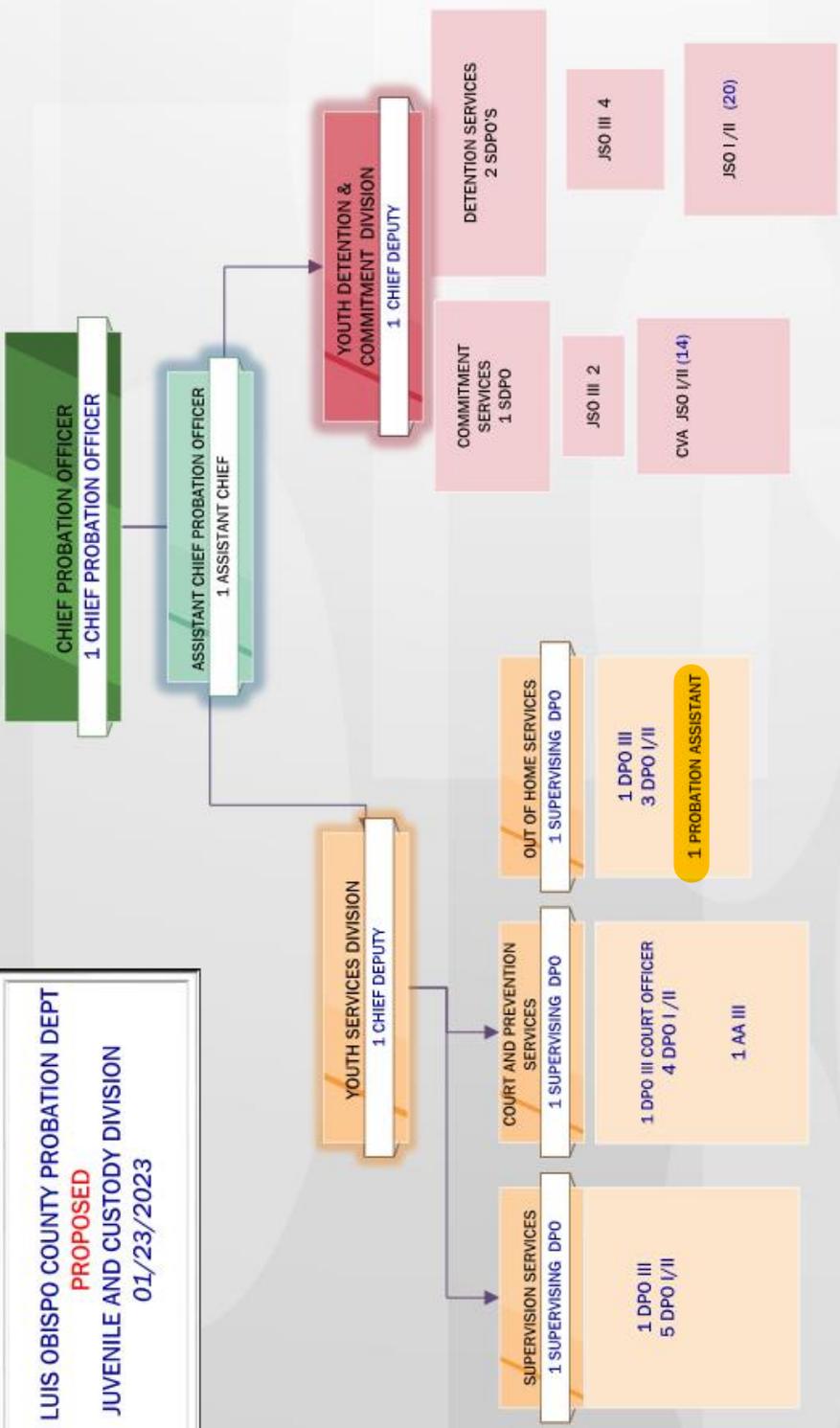
SAN LUIS OBISPO COUNTY PROBATION DEPT
STATUS QUO
JUVENILE AND CUSTODY DIVISION
01/23/2023



SAN LUIS OBISPO COUNTY PROBATION DEPT
STATUS QUO
ADULT AND SUPPORT SERVICES DIVISION
01/23/2023



SAN LUIS OBISPO COUNTY PROBATION DEPT
PROPOSED
JUVENILE AND CUSTODY DIVISION
01/23/2023



SAN LUIS OBISPO COUNTY PROBATION DEPT
PROPOSED
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