

## INTERVIEWER / INTAKE OFFICER

UNIT: Pre-Trial Diversion

FLSA: Non- Exempt

DATE: 08/28/03

**NATURE OF WORK:** The purpose of this job classification is to provide administrative assistance in the intake and monitoring of applicants/clients for the Pre-Trial Diversion Program of the District Attorney's Office. The job incumbent reports to the Director and Assistant Director and assists in screening of applicants and monitoring of clients according to program policies and guidelines established under the Alabama Pre-Trial Diversion Law (Act 706). The incumbent obtains, copies, organizes, and categorized information from District Attorney case files related to defendants applying to the Pre-Trial Diversion Program; submits requests for defendant information from arresting agencies, victims, courts, and law enforcement databases; coordinates client interviews and investigative sessions with Director and Assistant Director; arranges for diagnostic testing with counselors; monitors client activities and prepares and organizes case information for review by District Attorney, Director, Assistant Director, and counselors as clients progress from screening through program completion.

**ESSENTIAL FUNCTIONS:** The following job description was developed through a job analysis to include the major and most frequent duties and tasks; however, the job may involve other cross-functional duties within the District Attorney's Office, as needed.

**A.** Coordinates intake of clients into the Pre-Trial Diversion Program by reviewing applications and case histories; seeks information from arresting agencies, courts, social service agencies, and other relevant parties in determining acceptance of applicants. Essential functions are as follows:

- Receives and reviews applications of defendants for intake into the Pre-Trial Diversion Program.
- Seeks, collects, and reviews background information of applicants to include arresting agencies, criminal histories, biographical information, and other pertinent information through the investigative process.
- Assists the Director and Assistant Director in interview scheduling with applicants.
- Prepares written correspondence to the Citizens' Advisory Commission on Prosecution, attends meetings to answer questions and make recommendations pursuant to applicants and clients.
- Make recommendations to Assistant Director for denial of applicants, and termination of clients not in compliance with Act 706, Section 7, *Applicant's Agreement*.

**B.** Coordinates, monitors, and verifies contracted rehabilitative/treatment services for clients accepted into the Pre-Trial Diversion Program; monitors client progress through regular contact with clients, counselors, volunteers, social service agencies,

**schools, employers, and other participating parties. Essential functions are as follows:**

- Conducts and coordinates scheduled appointments and random drug screens to ensure and verify compliance with contract requirements.
- Coordinates, verifies, and ensures that clients are in compliance with contract agreement, including employment, education, community service, restitution and counseling requirements.
- Maintains and updates case files with relevant and pertinent information pertaining to clients.
- Develops and maintains resource list of employment, educational, and community service-based programs to provide client needs.
- Work directly with clients concerning collection of and restitution disbursements

**C. Supervises and coordinates work of clerical staff, contract counselors, student aids, and volunteers. Oversees preparation and maintenance of forms, papers, reports, and other documents. Essential functions are as follows:**

- Coordinates task assignments with department staff and supervises student aids and volunteers.
- Communicates and consults with the Director, Assistant Director, department staff, and other District Attorney staff ensuring the efficiency and effectiveness of Pre-Trial Diversion Program.
- Communicates and coordinates with outside agencies and organizations, and other relevant parties relative to the client's ongoing case.
- Prepares required correspondence, forms, and reports.
- Ensures completion of criminal background checks and verifies that all contract requirements are completed prior to recommending Pre-Trial Diversion program release.
- Makes recommendations for the program to the Director of Pre-Trial Diversion
- Performs other duties assigned by the Director.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of District Attorney's Office policies, procedures, and operations.
- Knowledge of the criminal justice system (i.e. laws, court procedures, etc.)
- Knowledge of the particulars of the Pre-Trial Diversion Law (Act 706).
- Knowledge of programs providers and their services, including educational, employment, counseling, and other community resources.
- Skill in oral communications to include using tact, and diplomacy; being articulate and concise, resolving conflicts and problems; diffusing tense situations and being empathic in order to relay, exchange, or secure important information.

- Skill in establishing and maintaining constructive interpersonal relations with staff members, applicants, clients, service providers, victims of crimes, the community, and other outside parties.
- Skill in use of work processing application and computerized law enforcement and other investigative databases.
- Ability to establish effective interpersonal relationships with department staff, applicants, clients, service providers, outside agencies, and the general public.
- Ability to handle information of a sensitive and confidential nature and to maintain the confidentiality of legal or personal issues using good judgment and knowledge of what information can be provided or released.
- Ability to gather and evaluate investigative materials pursuant to applications into the Pre-Trial Diversion Program.
- Ability to effectively utilize available resources to support the Pre-Trial Diversion Program to insure success.
- Ability to prepare written reports and correspondence and to work effectively with all aspects of the criminal justice system and the public.
- Ability to communicate in clear and precise manner, including assertiveness and firmness when necessary.

**MINIMUM QUALIFICATIONS:**

- Bachelor's degree in criminal justice, psychology, social work, management, or other related field or equivalent knowledge and skill gained through at least five (5) years of administrative and investigative experience in a related field, such a criminal justice, social work, probation, or counseling.
- Master's degree with three (3) years of investigative, administrative, and program responsibilities desirable.