



CLASS SPECIFICATION

Class Code: 60013704 (RR)
60015500 (ER)
Date Established:
Last Reviewed: 03/2025
Last Revised: 03/2025
Last Title Change:
FLSA: exempt
Probation: 12 months

PROGRAM MANAGER

DEFINITION

Under general direction, manages, plans, and coordinates assigned programs within Washoe County Juvenile Services; and performs related duties as assigned.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of full-time experience with Washoe County Juvenile Services in a classification equivalent to, or higher than, a probation officer; OR three years of full-time professional experience in a juvenile justice casework or correctional program AND a bachelor's degree from an accredited college or university in behavioral sciences, criminal justice, human services, social work, or a closely related field.

LICENSE OR CERTIFICATE

May require a current and valid Nevada Commission on Peace Officers Standards and Training (POST) Basic Category I or II Certificate at the time of appointment and if required, must maintain POST requirements per NRS/NAC 289 for continued employment in this classification or provide verification of current enrollment in a Nevada POST Basic Category I or II Academy at the time of application.

A valid Class C driver's license is required at the time of appointment and must be maintained for continued employment in this classification.

CPR/First Aid and Blood Borne Pathogens certificates are required at the time of appointment and must be maintained for continued employment in this classification.

SUPERVISION EXERCISED

Exercises direct supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Manage assigned program operations through the development and implementation of program goals, policies, procedures and work standards; evaluate program operations and develop recommendations to improve program outcomes.

Coordinate services and programs of the division with those of other divisions and departments to provide the most effective service programs for juveniles and their families.

Supervise assigned staff, which includes staff selection; assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Participate in the selection or promotion of staff, develop training programs specific to area of assignment.

Provide input into and oversight of the program budgets and monitor expenditures; sign disbursement orders and keep Division Director informed as to authorized expenditures.

Participate in division strategic planning activities and serve as a member of the management team.

Participate in development of department policy/procedures and communicate/implement revisions and new programs with staff.

Direct the maintenance of or maintain accurate case records, files, and documentation.

Communicate frequently with the public and other agency professionals regarding coordination of programs and treatment issues, early intervention and prevention strategies, and public education.

Respond to and resolve concerns and complaints of staff, public, and other agency professionals.

Monitor services and service delivery for goal attainment and client access.

Perform a variety of special studies and reviews; evaluate alternatives, make recommendations, and prepare narrative and statistical reports.

Work closely with Division Director to ensure that the department philosophy is implemented and service delivery is fully achieved.

May participate in Boards or in committees as assigned by the Director; act as liaison with other agencies as assigned.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner, which does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Washoe County Juvenile Services Department policies and procedures.

Countywide personnel policies such as sexual harassment, discrimination, ADA, and EEO.

Computer software specific to the department/division.

Responsibility and authority of the Juvenile Services Department.

Ability to:

Plan, organize, and direct the activities of varied program functions to accomplish established goals and optimize efficiency.

Supervise personnel, including training, assigning, and reviewing work, administering discipline and conducting performance evaluations.

Implement work methods and procedures that promote a safe working environment and ensure proper staff training in work safety.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Principles and practices of program development, implementation, and promotion.

Laws and regulations relating to juvenile justice practices.

Grant development and administration.

Modern principles and practices of public administration including budgeting, staffing, and organization.

Principles and practices of effective supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation, and discipline.

Principles and practices of developing teams, motivating employees, and managing in a team environment.

Rules, regulations, and procedures related to the program areas to which they are assigned.

Community resources and programs available to clients with identifying needs.

Record keeping principles and practices.

Ability to:

Interact effectively with a variety of individuals from diverse socio-economic, ethnic, and cultural backgrounds, in person and over the telephone, often where relations may be strained.

Prepare clear and concise reports, correspondence and other written materials.

Develop effective work teams and motivate individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.

Collect and analyze information, draw sound conclusions, project consequences of proposed actions and develop appropriate recommendations.

Gather, organize, analyze, and present a variety of data and information.

Demonstrate initiative and judgment within established procedural guidelines.

Evaluate work priorities, procedures, and processes to determine their effectiveness and efficiency.

Establish priorities and organize work to meet schedules and deadlines.

Interpret and apply regulations, policies, and procedures.

Maintain confidential data and information.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Applicants may be required to:

Pass a detailed background investigation.

Pass a Computer Voice Stress Analysis.

Pass a County approved medical examination, including drug screen, and psychological examination.

Employees in this classification may be required to meet Nevada Commission on Peace Officers Standards and Training (POST) requirements per NRS/NAC 289 for continued employment in this classification.

Employees in this classification may be required to maintain POST Category I or II requirements by demonstrating proficiency in Defensive Tactics, OC Spray, weapons retention, and maintaining all other continuing training and education annually.

Successful completion of Department approved and mandated training for continued employment in this classification.

May work outside traditional business hours to include evenings, weekends, and holidays and requires flexible work schedules.

Traffic Master assignment through statutory authority, by appointment of the Family Court Judge, serves as hearing master for juvenile traffic offenses. This assignment requires knowledge of traffic laws and court procedures in regard to traffic hearings, sanctions, fines, and suspensions.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.