



CLASS SPECIFICATION

Class Code: 60013729
Date Established: 08/2001
Last Reviewed: 01/2026
Last Revised: 01/2026
Last Title Change:
FLSA: non-exempt
Probation: 12 months

JUVENILE SERVICES SUPPORT SPECIALIST

DEFINITION

Under general supervision, performs a variety of duties in support of a Juvenile Services (Probation) program; provides support services to Probation Officers for the benefit of youth and/or their parents in an office setting, court setting or in the field; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of experience performing a variety of duties in support of a human service or juvenile services function; OR an equivalent combination of related education and experience. A bachelor's degree from an accredited college or university in human services, criminal justice, social work, or psychology may substitute for the required experience.

Must be at least 21 years of age at the time of application.

LICENSE OR CERTIFICATE

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

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

May be required to obtain American Red Cross First Aid/CPR/AED and Blood Borne Pathogens Instructor Certification within six (6) months of appointment and if required, must be maintained for continued employment in this classification.

Certification as a qualified user of the National Crime Information Center (NCIC) and Nevada Criminal Justice Information Systems (CJIS) must be obtained within one year of appointment and certification must be maintained for continued employment in this classification.

SUPERVISION EXERCISED

Exercises no supervision.

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

Act as primary Transportation Specialist for in-custody youth; responsible for coordinating and conducting secure transports by airplane or automobile to locations including, but not limited to, Elko, Caliente, Las Vegas and Douglas County. Ensure the safety and security of youth, staff and vehicles at all times during transport.

Act as primary Transportation Specialist for in-custody and out-of-custody youth to medical appointments, court appearances, counseling sessions, foster care placements, community agencies, schools, etc.

Serve court summons to parents, legal guardians, or other responsible parties for the juvenile. This includes contacting individuals to notify them, arranging for pick up at Jan Evans Juvenile Justice Center, or serving the summons in person at the home, workplace or agreed-upon location. Ensure proper documentation of service is completed and submitted.

Perform a variety of duties related to the delivery, pick up and routing of documents, including court reports, petition requests, police reports, school records, and other required or confidential materials.

May provide staff training in First Aid, CPR, AED and Blood Borne Pathogens.

Assist the Washoe County Sheriff's Office (WCSO) bailiff, Juvenile Services staff, and the public during detention hearings held Monday through Friday at the Jan Evans Juvenile Justice Center. Responsibilities include notifying Probation Officers when their case is being called, maintaining safety and security in the courtroom, ensuring proper courtroom decorum, and following direction from the Juvenile Commissioner regarding courtroom protocol.

Perform limited community liaison duties in the field, including participation in community outreach programs and providing support for special events.

Assist the public by providing information about the operations, policies, and procedures for the Department of Juvenile Services, in accordance with established guidelines and protocols. Refer inquiries to appropriate staff members or external agencies as needed.

May assist clients with completing a variety of forms or applications for services.

May be required to testify at judicial or administrative proceedings.

Perform a variety of clerical duties including, but not limited to, filing and answering phones.

Document activities and contacts; complete reports as appropriate and necessary utilizing computer software programs.

Participate in mandatory training to enhance skills and knowledge necessary to effectively conduct job duties.

Maintain the safety and security of juveniles in group settings through direct supervision, de-escalating conflicts, and utilizing approved defensive tactics when necessary to manage behaviors that demonstrate risk to self or others.

Act as backup to the department Terminal Agency Coordinator (TAC) to access criminal history information systems (NCIC/NCJIS) to make inquiries concerning crimes and criminals and provide information obtained to authorized personnel. Duties may include researching criminal history information, outstanding warrants, failures to appear, and entry of information into criminal justice systems.

Provide support to victims of juvenile delinquency, assisting with victim statements and paperwork, referrals to resources, and facilitation of financial restitution.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

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

Knowledge of:

Department/division policies and procedures.

Laws, rules, and regulations pertaining to area of assignment.

Social service agencies and local community resources.

Computer software specific to the agency and operation.

Interstate compact policies and procedures.

American Red Cross First Aid, CPR, AED, and Bloodborne Pathogen Transmission.

Ability to:

Interpret and apply departmental policies and procedures in accomplishment of assigned tasks.

Maintain the proper level of safety and security of the youth, staff, and vehicles.

Refer clients to community resources as appropriate.

Be certified to teach staff American Red Cross First Aid, CPR, AED, and Blood Borne Pathogen transmission.

Show proficiency in vehicle operation and safely drive a fourteen (14) passenger mid-bus and other company vehicles.

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

Knowledge of:

Basic law enforcement functions.

Basic juvenile justice functions.

Crisis intervention strategies.

Abuse and neglect reporting laws.

Basic human behavior, parenting skills, child development, and characteristics associated with youth and families.

Standard office practices and procedures.

Microsoft Office Suite applications and standard computer software.

Ability to:

Effectively interact and work with individuals from diverse socio-economic backgrounds.

Effectively manage stressful situations and interact and work with hostile clients in a calm, professional manner.

Read, comprehend, and apply a variety of laws, policies, procedures, and training materials.

Evaluate situations and make sound judgments.

Safely transport youth to various programs and services.

Plan, prioritize, and organize work to meet schedules and timelines

Maintain confidentiality of data and information encountered during the course of work.

Complete documentation and reports in a thorough and timely manner.

Maintain discipline in a fair and productive manner.

Communicate clearly and effectively, both orally and in writing.

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

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

Ability to work in a professional office environment, as well as in the field.

Successful completion of Defensive Tactics annually is required for continued employment in this classification.

This position requires flexible work hours, which may include evenings, weekends, and holidays.

Must submit to a TB test upon appointment at own expense.

Employment is contingent upon the successful completion of a background investigation.

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