

# **RESTORATIVE JUSTICE AND DIVERSION PROGRAM DIRECTOR**

## **DEFINITION**

Under general direction, plans, organizes, manages, and implements restorative justice and diversion programs in accordance with office policy, strategic goals, and grant funding requirements; supervises, leads, and supports staff carrying out day-to-day program activities and directs volunteer management and public engagement efforts within the department; tracks, assesses, and reports program effectiveness; and collaborates with other jurisdictions, departments, agencies, and stakeholders to achieve program objectives.

## **DISTINGUISHING CHARACTERISTICS**

This is a single position management classification characterized by its responsibility to develop administrative and operational policies and procedures for and manages the restorative justice and diversion programs initiated by the District Attorney (DA). The incumbent evaluates complex cases (e.g., multiple offenses/victims, serious damages, higher fact patterns with criminal history, regular engagements with attorneys from all parties) and administers compliance reporting and monitoring of grants affiliated with restorative justice and diversion programs. The incumbent exercises direct and indirect supervision over lower level supervisory, clinical, operational, and/or clerical staff, and is expected to possess in-depth knowledge of program operations and subject-matter expertise to independently advise other agencies interested in implementing similar program, formulate solutions, and make decisions within broad policies and procedures as determined by the Board of Supervisors, District Attorney, and federal, state and county laws, ordinances, and regulations.

## **ESSENTIAL FUNCTIONS:**

Duties may include, but are not limited to, the following:

- Develops, recommends, and implements departmental goals, objectives, program policies and operational procedures.
- Manages administrative operations and staff for the District Attorney's restorative justice and diversion programs; oversees development and implementation of effective case intake and tracking procedures.
- Directly or indirectly selects, trains, motivates, and evaluates program personnel; coordinates and maintain training plans; works with assigned employees to correct deficiencies; implements discipline and termination procedures.
- Plans, directs, and coordinates services and activities; assigns work activities and projects; monitors workflow; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
- Serves as a point of contact for and advises on restorative justice and diversion matters with outside entities and represents the department by presenting the County's Restorative Justice Partnership and Diversion programs to the public, media, Board of Supervisors, County departments/agencies, and other interested groups.
- Partners with community groups and Victim Services regarding diversion and restorative justice process; establishes and maintains community, stakeholder, and law enforcement liaisons; coordinates regular meetings and/or engagement opportunities.

- Develops community educations and informational activities; oversees volunteer on-boarding and management, as well as social media, direct outreach, and recruitment efforts.
- Attends local and regional agency meetings, trainings, and stays abreast of new trends, legislation, regulations, criminal justice issues, research, and innovations in the field of Restorative Justice to provide high-level expertise and reliable guidance/best practices to the District Attorney or designee when addressing restorative justice and diversion issues.
- Manages grant activities and maintains data input procedures to facilitate reporting requirements and program transparency; provides preliminary budget development information.
- Compiles, researches, and prepares analytical program and statistical reports and other written program materials.
- Evaluates administrative processes and reviews program results to assess successes and challenges in developing programs; identifies opportunities for improving service delivery methods and procedures; identifies resource needs; submits requests for approval for improvements as needed/required; implements improvements.
- Performs related duties as assigned.

## **EMPLOYMENT STANDARDS**

**Education:** Bachelor's degree from an accredited college or university, preferably in Criminal Justice, Social Work, non-profit program management, and Liberal Art; AND

**Experience:** Three (3) years of increasingly responsible administrative, professional, coordinative and/or supervisory experience supporting a social service, criminal/social/restorative justice, and/or community service program. Experience within a District Attorney's office, local government or non-profit agency is preferred.

**Substitution:** Additional experience identified above may be substituted for the required education on a year-for-year basis up to a maximum of two years.

### **License**

Some positions in this classification may require incumbents to possess and maintain a valid California driver's license, Class C or higher, to carry out job related duties. Individuals who do not meet this requirement due to a physical or mental disability may request a reasonable accommodation.

## **KNOWLEDGE & ABILITY**

### **Knowledge of:**

- Principles, methods and techniques of effective process improvement, program, policy, and project analysis, planning, development, management, and implementation
- Federal, state, and local laws, codes, and regulations related to assigned programs and functions
- Methods of research, statistical analysis, strategic planning, information dissemination, and communication
- Principles of grant administration and monitoring
- English usage, spelling, grammar, and punctuation

- Principles and practices of case management, including discipline, supervision, leadership, mentoring, and training
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, case management system, and other specialized applications related to area of assignment

**Ability to:**

- Plan, organize, coordinate, assign and supervise personnel and program
- Develop and maintain cooperative, effective working relationships with individuals from all backgrounds, education, and socio-economic levels, especially those with diverse viewpoints and strong opinions
- Develop, refine, and implement policies and procedures, reports, and reporting and tracking systems
- Work independently, prioritize work, coordinate activities, manage sensitive information, and meet critical deadlines
- Exercise tact, empathy, ethical decision-making, and diplomacy within general policy guidelines especially when dealing with sensitive and complex diversion and restorative justice cases
- Evaluate effectiveness of program services and make necessary changes and improvements
- Communicate clearly and concisely, both verbally and in writing, including public speaking and preparing comprehensive written reports that engage and compel a variety of audiences
- Interpret, learn, explain, and apply applicable federal, state, and local laws, codes, and regulations in addition to legal/court structure and functionality
- Gather, analyze, and summarize a variety of data and information to draw conclusion, share best practices, advise of effective course of action, and advocate for improvements

**ENVIRONMENTAL & FUNCTIONAL FACTORS**

Incumbents will perform work inside of buildings and outside in the community; incumbents work alone or closely with others; deals with stressful situations in a calm, professional manner; must be able to communicate verbally with co-workers and customers in a variety of situations.

**MEDICAL CLASS**

This class includes administrative or clerical positions requiring light physical effort, which may include frequent lifting of up to ten pounds and occasional lifting of up to twenty-five pounds. Ability to place or retrieve items at above and below waist level will be required. Work is performed while sitting or standing, and considerable moving about will be involved. Incumbents must have corrected hearing and vision to perform the essential functions of the job. Additionally, positions require manual dexterity and eye-hand coordination to use a variety of office equipment such as computers, telephones, copiers, etc.