

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: PROGRAM SUPERVISOR V -  
Volunteer Services

SALARY GROUP: B21

DEPARTMENT: Rehabilitation Programs Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Marvin Dunbar DATE: 07/16/2012

POSITION #: 045293

**I. JOB SUMMARY**

Performs highly complex administrative and supervisory program work. Work involves establishing program goals and objectives; developing program guidelines, policies, procedures, rules, and regulations; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; developing and evaluating budget requests; coordinating program activities; and planning, assigning, and supervising the work of others. Works under limited supervision with moderate latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Plans, implements, coordinates, monitors, and evaluates the volunteer and education activities and services; establishes program goals and objectives; develops and implements program guidelines, policies, procedures, rules, and regulations; and develops and implements effective techniques for evaluating program services and operations.
  - B. Oversees special investigations and program analyses ensuring compliance with laws, regulations, policies, and procedures; and prepares and oversees the preparation of program management and productivity reports.
  - C. Works with and speaks to community and professional groups to coordinate, improve, stimulate interest, and secure support for the program; and consults with public and private agencies including support groups, community-based organizations, faith-based organizations, and others involved in the programs to resolve problems.
  - D. Provides guidance to program staff in handling difficult and complex problems; identifies training needs; makes recommendations for improvement; and provides training and technical assistance on new procedures.
  - E. Plans, assigns, and supervises the work of others.
- \* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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**III. MINIMUM QUALIFICATIONS**

**A. Education, Experience, and Training**

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in a Behavioral Science or a related field preferred. Each year of experience as described below in excess of the required seven years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Seven years full-time, wage-earning program administration, criminal justice administration, or public administration experience.
3. Three years full-time, wage-earning experience in the supervision of employees.
4. Staff development experience preferred.

Applicants must meet the Texas Law Enforcement Telecommunications System (TLETS) access eligibility criteria as contained in the FBI Criminal Justice Information Systems Security Policy.

Must maintain TLETS access eligibility for continued employment in position.

For details see: <http://www.tdcj.state.tx.us/vacancy/hr-home/tletseligibility.html>

**B. Knowledge and Skills**

1. Knowledge of the principles and practices of public administration and management.
2. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
3. Knowledge of substance abuse treatment methods and procedures preferred.
4. Knowledge of substance abuse policies and procedures preferred.
5. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
6. Skill to communicate ideas and instructions clearly and concisely.
7. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

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8. Skill to interpret and apply rules, regulations, policies, and procedures.
9. Skill in administrative problem-solving techniques.
10. Skill to establish program goals and objectives.
11. Skill to oversee program activities.
12. Skill in public address.
13. Skill to train others.
14. Skill to plan, assign, and supervise the work of others.

**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.