

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: PROGRAM SUPERVISOR V –
Direct Services Program Supervisor

SALARY GROUP: B21

DEPARTMENT: Victim Services 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: Angela McCown DATE: 03/02/2022

POSITION #: 043096

I. JOB SUMMARY

Performs highly complex administrative and supervisory program work. Work involves establishing program goals and objectives; developing program guidelines, policies, and procedures; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; developing and evaluating budget requests; coordinating program activities; 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 direct services program at the Victim Services Division; establishes program goals and objectives; develops and implements program guidelines, policies, procedures, rules, and regulations; and monitors compliance with agency policies and procedures, regulations, and legislative mandates.
 - B. Prepares and oversees the preparation of presentations and training curriculum.
 - C. Oversees direct services provided to crime victims to include information regarding parole review procedures, accompaniment to criminal justice hearings, assistance with VIS forms, and information and support during the execution process.
 - D. Develops and implements techniques for evaluating the direct service program; oversees special investigations, program analyses, and research on the effectiveness of program activities; recommends and implements improvements; and provides guidance to staff on program services.
 - E. Prepares and oversees the preparation of required performance reports; prepares and evaluates budget requests; and prepares grant applications.
 - F. Supervises the work of others; and provides training and technical assistance in the program area.
- * 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 Business Administration, Criminal Justice, Behavioral Science, Social Work, 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 criminal justice, social services, program administration, or technical program support experience.
3. Experience in the supervision of employees preferred.
4. Victim services experience preferred.
5. Experience in writing or administering governmental grants preferred.

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 affecting victim rights.
3. Knowledge of parole, probation, and institutional procedures and practices preferred.
4. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
5. Knowledge of techniques to effectively monitor agency programs 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.
8. Skill to develop and evaluate program goals, objectives, and procedures.
9. Skill to oversee program activities.
10. Skill to interpret and apply rules, regulations, policies, and procedures.

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11. Skill in administrative problem-solving techniques.
12. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
13. Skill to review technical data and prepare technical reports.
14. Skill to develop and evaluate administrative policies and procedures.
15. Skill in public address.
16. Skill to 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, calculator, copier, fax machine, telephone, dolly, and automobile.