

INTAKE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is a paraprofessional position involving interviewing and processing defendants requesting the services of the Public Defender. The incumbent is responsible for interviewing individuals to determine their eligibility for the services of the department. When a defendant qualifies for services, the Intake Specialist takes detailed fact statements from the defendant, based on their side of the story. The intake interviews are performed in the Public Defender's Office and the Broome County Jail. Work is performed under the supervision of the Chief Investigator (Public Defender). Supervision of others is not required of this position. Performs related duties as required.

TYPICAL WORK ACTIVITIES:

Conducts intake interviews to determine an individual's eligibility for department service;
Conducts in-depth factual interviews of a case consisting of the background of the case and names and addresses of witnesses;
Answers questions concerning the department and related processes;
May refer interviews to community agencies specializing in crisis situations, problem solving and drug and alcohol rehabilitation;
Evaluates and confirms income and resources to determine financial eligibility;

FULL PERFORMANCES KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of interviewing procedures and practices;
Good knowledge of community social resources;
Working knowledge of Penal Law;
Working knowledge of criminal justice system terminology including penal law, and criminal procedure law;
Ability to record verbal and quantitative information with accuracy;
Ability to obtain facts in a structural interview setting;
Ability to re-direct non-constructive client behavior, parental behavior, or spousal behavior to the purpose of the interview;
Ability to learn criminal justice laws and procedures;
Ability to communicate both orally and in writing;
Patience; Initiative; Tact;

MINIMUM QUALIFICATIONS:

A) Completion of 60 semester credit hours from a regionally accredited or New York State registered college or university; OR

B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience working with the public in a public or private human services agency or a criminal justice or juvenile justice agency.

NOTE: Successful completion of coursework in criminal justice, sociology, psychology, social sciences, or closely related field at a regionally accredited college or university, or one accredited by New York State Board of Regents to grant degrees, may be substituted for the required experience with three semester credit hours being equivalent to three months of experience.