



CLASS SPECIFICATION

Class Code: 18200
Date Est: 07/2016
Last Rev: 12/2017
Last Title Chg:
FLSA: non-exempt
Probation: 12 months

JUVENILE SERVICES CASE MANAGER I

DEFINITION

Under general supervision, provides case management services to youth and families referred by law enforcement agencies, community agencies or by self-referral which involve the timely coordination of quality services to address a client's specific needs in a cost effective manner in order to promote positive outcomes; and performs other duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in behavioral sciences, criminal justice, human services, social work or closely related field; OR an equivalent combination of related education and experience.

LICENSE OR CERTIFICATE

Possession of a valid driver's license is required at time of appointment.

CPR and First Aid certification is required at time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the entry level in the Juvenile Services Case Manager series and provides for progression to the journey level upon meeting the requirements of the class and recommendation of the appointing authority. Incumbents in this class work under closer supervision than the Juvenile Services Case Manager II while learning policies, procedures, specific techniques and regulations related to Juvenile Services Case Management.

SUPERVISION EXERCISED

Exercises no supervision.

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

Identify at-risk youth/families and provide intervention services; meet with youths and parents in response to request of service referrals and determine intervention strategies; provide referrals to community resources.

Conduct youth and family assessments to determine youth's risk to reoffend and potential needs.

Under supervision, coordinate services for identified youth and families who require a targeted, multi-system intervention to address risks and needs.

Under supervision, coordinate victim services to include orientation to Juvenile Justice and court practices; provide case management services such as referrals to community resources, restitution initiation, monitoring of legal actions and cooperation with partner agencies.

Schedule programming and provide supervision of participating youth; monitor and supervise youths participating in program.

Under supervision, may develop youth programs; collaborate with other agencies that focus on youth development.

Under supervision, may conduct field contacts at, and maintain working relationship with, schools, mental health providers, medical health providers, community programs and government agencies.

Maintain accurate and thorough documentation of services provided on a timely basis.

Under supervision, may participate in community organizations focused on at-risk youth and conduct community education presentations addressing at-risk youth, gang awareness and juvenile justice issues.

Attend staff meetings and participate in staff development/training.

May provide bilingual/translating services to probation staff upon request

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 and divisional policies, practices and procedures.

Laws, rules and regulations governing departmental programs.

Social service agencies and local community resources.

Basic principles of group dynamics and individual behavior.

Computer software specific to the operation.

Ability to:

Accurately observe, assess and record juvenile behavior.

Interpret and apply applicable laws, regulations and departmental policies.

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

Knowledge of:

Standard office practices and procedures.

Record keeping principles and practices.

Basic safety and security practices.

Techniques for dealing with a variety of persons from various socioeconomic, ethnic and cultural backgrounds.

Ability to:

Communicate clearly, both orally and in writing.

Deal with individuals from diverse socio-economic backgrounds.

Deal with stressful situations and hostile clients.

Maintain accurate records.

Prepare clear and concise written reports.

Plan and organize work.

Establish and maintain effective 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 standard office environment, as well as in the field. Some assignments require fluency in written and spoken Spanish. This position requires flexible work hours, which includes evenings, weekends, and holidays.

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