



## CLASS SPECIFICATION

Class Code: 18201  
Date Est: 07/2016  
Last Rev: 12/2017  
Last Title Chg:  
FLSA: non-exempt  
Probation: 12 months

### JUVENILE SERVICES CASE MANAGER II

#### **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 university or college in behavioral sciences, criminal justice, human services, social work or a closely related field AND two years full-time experience working with at risk youth; OR an equivalent combination of related education and experience.

#### **LICENSE OR CERTIFICATE**

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

CPR and First Aid certification is required prior to employment.

#### **DISTINGUISHING CHARACTERISTICS**

This is the journey level in the Juvenile Services Case Manager series. It is distinguished from the Juvenile Services Case Manager I by its ability to perform the full range of assignments and to take on more complex cases with minimal guidance and supervision.

#### **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 their families in response to request for 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.

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

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.

Develop youth programs; collaborate with other agencies that focus on youth development.

May supervise student interns, community volunteers and foster grandparents; may provide training and coaching for Juvenile Services Case Manager I's.

Conduct field contacts at, and maintain working relationships 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.

May participate in community organizations focused on at-risk youth and conduct educational 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.

Intervention strategies to help provide the most appropriate assistance to youth and parents.

Computer software specific to the operation.

#### **Ability to:**

Perform crisis intervention with families and handle difficult situations and clients.

Maintain accurate records.

Prepare clear and concise written reports.

Create curriculum for outreach after-school program.

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

#### **Knowledge of:**

Casework preparation, principles, objectives and practices.

Socio-economic conditions, trends and factors, which promote stable family life.

Basic principles of group dynamics and individual behavior.

Basic safety and security practices.

Principles and techniques of interviewing and recording casework data.

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

**Ability to:**

Apply interviewing and investigative techniques.

Review information, identify problems, and arrive at a logical conclusion.

Establish priorities and organize work.

Formulate and modify case plans in conjunction with client's needs.

Develop recreational schedules and educational activities.

Deal with individuals from diverse socio-economic backgrounds.

Deal with stressful situations and hostile clients.

Maintain confidential information in accordance with legal standards and/or County regulations.

Communicate clearly and effectively, both orally and in writing.

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 may 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.*