



Title: **Juvenile Delinquency Diversion Case Manager**
Grade/Step: Not Applicable/Grant Funded
Department: Justice of the Peace, Precinct 4
Pay Grade: Not Applicable/Grant Funded

JOB SUMMARY

Provides identification/assessment, intervention/diversion, and community-based referrals to social services for juveniles and their families by using individual judgment and discretion. Provides case management and informal individual counseling to juveniles under the supervision of the Justice of the Peace, Precinct 4. Supervises and monitors all aspects of juveniles' cases. Conducts initial and subsequent interviews. **Teaches juveniles and parents attributes and skills necessary to achieve success and compliance with court orders.**

MAJOR DUTIES

- Coordinates the preparation of juvenile case documents, applications, and community service applications.
- Explains the participation, behavior, and reporting for successful completion of community service.
- Prepare statistical information for grant funding and gathering information.
- Determines the needs of the juvenile and family and develops plans for the juveniles to achieve compliance.
- Conducts investigations on the background of each case, which includes interviewing juveniles, their families, and other significant contacts. Assesses the individual's environment, familial, and social situation.
- Assures juveniles' understanding of obligations with respect to conditions of the court's orders and monitors compliance.
- Coordinates with schools and/or school districts regarding access to school campuses and students. Gathers attendance and behavior reports from the schools. Interviews school administrators, teachers, counselors, and attendance officers regarding juveniles under court orders.
- Reviews information and reports for compliance or non-compliance with court orders and reports to the court.
- Assists juveniles with various referrals, including but not limited to counseling, treatment, and job referrals. Verifies attendance and completion of any court ordered programs, such as alcohol, drug, mental health counseling, and community service. Provides individual informal counseling as needed.
- Prepares written assessments and recommendations to the court concerning the juvenile's compliance and progress with court ordered programs and activities.
- Prepares/submits reports on a timely basis regarding the work efforts and progress on grant goals, objectives, activities, and outcomes/output measures for the grant funding agency.
- Ensures compliance with other applicable grant requirements and special conditions.

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- Assists Judge in court on appearance day and hearings. Reviews court orders with juvenile and parents. Appears and testifies in court.
- Coordinates and teaches class that are specifically designed to address issues regarding the circumstances of the offense (e.g. Leadership and Parenting, Conflict Resolution, etc.)
- Coordinates community service projects for juveniles assigned to do community services.
- Coordinates with the Constable's Office and/or any other local law enforcement agency regarding arrest and transport of offenders as directed by the Court.
- Performs other job-related duties as assigned.

KNOWLEDGE, SKILLS, and ABILITIES REQUIRED BY THE POSITION

Knowledge of:

- Policies, practices, procedures and legal terminology related to court system.
- Juvenile courtroom procedures, juvenile law, English grammar.
- Federal, state, local, and county applicable laws, rules, regulations, guidelines and applicable juvenile justice system standards and procedures.
- Case management practices.
- Psychological concepts of good behavior, social adjustment, and emotional stability.
- Standard informal counseling techniques.
- Safety and security techniques and standards.
- Must be proficient in the use of computer and Microsoft Software.
- Must have experience in the use of office equipment.
- **Preferred:** Experience in working with adolescents from low income communities.
- **Preferred:** Social Services or Criminal Justice experience with child consumers/clients.

Skill in:

- Developing and maintaining professional relationships with staff from schools and referral agencies.
- Monitoring and responding to juvenile behavior.
- Problem solving and decision-making.
- Both verbal and written communication.
- Interviewing juveniles and their families.

Ability to:

- Gather, analyze, and evaluate facts to conduct investigations and report results clearly, accurately, and impartially.
- Work efficiently and effectively both independently and as part of a team.
- Reason and make judgments and decisions.
- Work effectively and courteously under stressful circumstances.
- Deal effectively with mentally disturbed, hostile, and aggressive individuals.
- Manage time well and perform multiple tasks, and organize diverse activities.
- Conduct investigations and report results clearly, accurately, and impartially.
- Perform in a stressful environment while maintaining a professional manner.
- Operate a variety of office equipment and a computer including word processing, spreadsheets, and databases.
- Establish and maintain effective working relationships with juveniles, representatives of outside agencies, other county staff, representatives of the juvenile justice system, and the general public.
- Communicate in English and Spanish.
- May be required to work evenings and weekends.

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SUPERVISORY CONTROLS

Supervised by **Justice of the Peace, Precinct 4**, who defines assignments/work activities to the case manager in terms of general instructions, suggestions for procedures to follow; and provides information about objectives, priorities, and deadlines. The case manager is expected to handle most work independently according to established policies, accepted practices, and mandated federal, state, and local laws/regulations regarding juveniles and case management.

GUIDELINES

The case manager is expected to follow federal, state, local laws and regulations and generally accepted practices/procedures regarding juveniles and case management principles.

COMPLEXITY/SCOPE OF WORK

Work requires the direct application of a variety of policies and procedures and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions. The work also consists of administrative, investigative, and clerical duties.

CONTACTS

Extensive contact with juveniles, and their families, school officials, community-based organizations/juvenile service providers. Contacts are also typically with the judge and co-workers at the Justice of the Peace, Precinct 4 court and the general public. Contacts are typically to provide case management, monitor juvenile youth' adherence to court orders, resolve problems, and/or provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- Must be able to sit or stand for prolonged periods of time
- Must be able to lift/carry up to 25 pounds.
- Other physical requirements include visual acuity, speech and hearing, hand and eye coordination and manual dexterity necessary to operate a computer and basic office equipment.
- Subject to standing, sitting, walking, climbing stairs, bending, stooping, crouching, kneeling, pushing, pulling, reaching, twisting, balancing, repetitive motion, and squatting to perform the essential functions.
- Subject to juvenile and customers contact for extended periods of time.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

- Exercises no supervision.
- Must be at least 21 years of age.
- Must possess a valid and current Texas driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position *is covered* under Civil Service; however, all other Webb County policies apply.
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MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree from an accredited college or university in a course of study related to the occupational field.
- Must have a High School Diploma or GED.
- Ability to read, comprehend, and explain laws and legal documents to the public.
- Good verbal and written communication skills.
- Strong organizational and time management skills.
- **Preferred but not Required:** Previous experience with juvenile or minor programs.
- **Preferred but not Required:** Bachelor's degree in Criminal Justice, Social or Behavioral Sciences or a directly related field AND one (1) year experience working with adolescents;

ACKNOWLEDGEMENT

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

Employee's Signature	Print Name	Date
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Supervisor's Signature	Print Name	Date
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