

MAJOR FUNCTION

This is professional work involving supervision, case management, and counseling of at-risk populations including disconnected youth, participants in a restorative justice or juvenile diversion program. An employee in this class is responsible for identifying, engaging, building relationships, monitoring, and supervising their progress utilizing the seven (7) Phases of Case Management in support of public safety, workforce development, and community resilience. Work involves, but is not limited to, life coaching, mentoring, equational and workforce planning, and crime/drug abuse intervention strategies. Work is performed with considerable independence under the general administrative direction of a superior. Work is reviewed and evaluated through conferences, reports, recommendations, and results attained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Provides enhanced supervision and case management for at-risk populations. Identifies, engages, and builds relationships with clients/program participants by conducting site visits and monitoring progress throughout case management. Monitors, tracks and reports on specific outcomes, metrics and milestones achieved for assigned disconnected youth per case management data file. Supervises clients/participants to assure desired outcomes are achieved. May coordinate with community partners to provide clients/participants with educational and job opportunities, classes, workshops, and seminars. May develop and monitor specified programs which youth are enrolled. May develop multi-agency community control and supervision responsibilities that will provide intensive monitoring of the daily actions of each youth. May manage probation/parole case management process as applicable as part of the crime analysis, case managed community control process. Provides written and oral updates upon request, including formal presentations to the department director and community partners regarding the progress and efficacy of reengagement efforts.

Other Important Duties

During an emergency, employees in this classification will be required to report and carry out duties as directed for the duration of an emergency. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the theories and practices in counseling or social work across a diverse spectrum of cultural backgrounds. Knowledge of case management and professional ethics relating to counseling or social work. Knowledge of interviewing techniques. Ability to provide life coaching and guidance to disconnected youth. Ability to conduct fact finding interviews. Ability to investigate and complete inquiries and reports. Ability to develop individual case management plans. Ability to coordinate case assignments for disconnected youth. Ability to plan, organize and coordinate work assignments. Ability to actively listen to others. Ability to communicate effectively verbally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in sociology, social work, psychology, counseling, criminology, or a related field and one year of professional experience that includes working with diverse at-risk populations, probation and parole or family counseling; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at time of appointment.

Established: 07-03-19

Revised: 06-19-23