

Job Description

Job Title: Case Management Supervisor

Job Code: 905225

Job Family: Public Safety

Pay Grade: JC.17.16

FLSA: Exempt

EEO: Professional

Department/Agency: Countywide

Position Number(s): Multiple

Recommended Position Title(s):

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

The following Leadership Competencies apply to supervisors, managers, and executives based on designated responsibilities:

- People Management – Clearly defines subordinate roles and responsibilities; motivates employees to perform and delegates work effectively; applies consistent performance standards and handles performance problems decisively and objectively; leads by example.
- Operations Management – **Directs and guides operations in alignment with the County's and department's overall goals and objectives; ensures the execution of efficient processes to maximize the County's and department's resources;** utilizes operational knowledge to make sound decisions.
- Strategic Leadership – Determines the strategic direction of the team or department in alignment with overall county goals; effectively communicates strategies internally and externally; creates a culture to support strategies and provides mechanisms to implement them; fosters buy-in and enthusiasm with employees.

Essential Duties:

- Advises and instructs case managers and other staff regarding court policies and casework methods and techniques; trains new staff and approves staff training needs; holds individual conferences to discuss specific case problems and aid in formulating a treatment plan; assigns, reviews, and audits cases and records maintenance; completes quality assurance of designated programs and initiatives; plans and develops program services for adult and/or juvenile clients; manages a small caseload of specialized or difficult cases and provides coverage; provides individual or group program facilitation; supervises volunteers.
- Participates in staff meetings and completes administrative assignments within designated timeframes; attends departmental senior staff meetings and provides input in departmental policy and procedures development; initiates/recommends changes in policy, recommends solutions to problem situations and provides proactive, preventative management; seeks and includes subordinate staff input into policy assists staff in their professional growth through mentoring and training; serves as after-hours contact for emergency situations and provides direction for crisis resolution.
- Stays current on policies, trends, and compliance in assigned field; studies operations and proposes/implements policy changes to improve the effectiveness and efficiency of the operations; monitors the office physical plant and requests the submission of work orders.

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- Discusses revocations with Case Managers and approves revocations or bench warrant requests; testifies in court and provides reports to stakeholders; responds to requests for information from Judges and other Court personnel, District **Attorney's Office and Defense attorneys, Court Services personnel**, community placements and/or official boards.
- Establishes and acts as a liaison with community resources; approves and/or administers grant and fee funds; serves on community-based committees; attends community events and seeks/completes speaking engagements.
- Collects data and creates reports in assigned programs; creates, updates, and monitors files; analyzes performance data and makes recommendations based on statistical outcomes.

Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

Minimum Job Requirements:

Bachelor's degree in Criminal Justice or related field; four (4) years corrections or related experience; successfully pass a criminal history check; and possess a valid **driver's license**.

Applicant must submit to and pass a pre-employment, post-offer drug screen prior to employment.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

Education/Experience Substitutions:

Yes No Experience may be substituted for degree.

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Physical, Environmental, and Special Working Conditions:

Weather essential Department and County job.