

Job Description

Job Title: Case Manager I

Job Code: 905210

Job Family: Public Safety

Pay Grade: JC.15.15

FLSA: Non-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.

Essential Duties:

- Provides supervision to assigned caseload; identifies risks and needs; develops individualized case plans; completes ongoing assessments; utilizes communications strategies which support case plans; makes referrals to community-based programs for job development, education, training, substance abuse treatment, mental health treatment; and other needed programming.
- Evaluates and monitors client compliance, performance, and progress; holds clients accountable; monitors violations, extensions, transfers, and discharges; prepares legal documents to be presented to court; assists clients with budgeting to address financial obligations; acknowledges success; reviews case files; interviews clients; determines eligibility; makes recommendations to court based on prior criminal history; processes files; staffs caseload; provide guidance and direction to clients; provides ongoing correspondence with court, attorneys, judge, schools, law enforcement, service providers and community stakeholders.
- Arranges or provides transportation to clients; meets and/or communicates with clients, family members, providers, school employees, community stakeholders, or employment specialists to ensure compliance and monitor progress/success; conducts work, home, or school visits; determines approved residential placements/plans; notifies court of non-compliance; discusses options including revocations; provides alternative sanctions to revocation; attends revocation hearings, testifies in court; provides individual or group program facilitation; coordinates volunteers.
- Makes recommendations for process improvement; tests new technology and provides feedback; collects and inputs data, case notes, and file information into assigned computer programs; creates, updates, maintains, and monitors files; creates reports and provides information to stakeholders.
- Obtains drug and alcohol monitoring per court orders; provides results; follows all standard procedures for safe handling and testing of samples.

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.

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Minimum Job Requirements:

Bachelor's degree in Criminal Justice or related field; one (1) year criminal justice or related experience; successfully pass a **criminal history check**; and **possess a valid driver's license** with an acceptable driving record.

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:

One (1) year case management experience.

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.

On call/stand-by work required based on assignment.