DECEMBER 2020
FLSA: NON-EXEMPT
CLASS CODE: 92998

CASE MANAGER

DEFINITION

Under general direction, performs risk and needs assessments for adult offenders; recommends the appropriate level of treatment; refers clients to treatment and supportive services; monitors client compliance and progress; adjusts treatment level when necessary; attends court briefings to report client progress; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Incumbents receive general direction from assigned supervisory or management personnel, and do not exercise supervision over personnel.

CLASS CHARACTERISTICS

The Case Manager is responsible for assessing and recommending treatment levels and options for clients, conducting investigations to monitor progress and ensure compliance, and collaborating with supportive services to help resolve housing, employment and health issues for clients and their families.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Schedules and conducts interview with client referred to a Collaborative Court Program; obtains background information; orients client regarding the contract, release of information, protocol for urinalysis, and consent for confidential information; compiles information to report to judge.
- Assesses the needs and risk for client to determine the appropriate level of treatment and to set treatment goals;
- Refers client to appropriate treatment providers and supportive programs; communicates regularly with treatment provider to ensure that client is properly placed.
- Monitors client status for compliance issues and progress; investigates compliance and substance abuse issues; requests information from treatment providers; maintains weekly contact with treatment providers; meets with client and performs alcohol and other random drug testing.
- Performs on-going assessment on the progress, development and needs of clients; makes recommendations and reports to the Court; communicates status change to all parties involved.
- Creates and maintains court calendar.
- Conducts presentations, in Court, of facts to defend recommendations; testifies as a witness when subpoenaed by the County Counsel or the client's attorney.

- Creates and updates client files with outcome of court proceedings, progress reports from treatment providers, testing results, doctor's appointments, court appearances, attendance of support meetings and all other pertinent information.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Characteristics and signs of substance abuse and co-occurring disorders.
- Investigation and interview techniques.
- Principles and methods of counselling.
- Principles and practices of mental health, psychological and socio- economics of the family unit.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to the criminal justice system.
- Governmental and private community resources and referral agencies, including mental health resources.
- Basic concepts of law enforcement and probation practices.
- Techniques for exhibiting a high level of professionalism by effectively dealing with clients, family members, attorneys, treatment providers, social service personnel, law enforcement personnel, and courtroom staff.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.

Ability to:

- Interpret, apply, explain, and ensure compliance with applicable Federal, State and local laws, statutes, policies, procedures, and regulations related to assigned disputes.
- Reach logical conclusions and make sound recommendations based on evaluation of facts and conflicting information.
- Conduct interviews under stressful and/or hostile circumstances.
- Provide counseling to clients and family members; put emotional and hostile individuals at ease.
- Interpret and understand technical documents such as medical, legal, financial reports.
- Prepare concise reports and records.
- Organize work, set priorities, meet critical time deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to two (2) years of experience in Adult or Juvenile substance abuse programs, performing assessment, counseling and case management duties. An Associate of Arts degree in psychology, sociology, counseling, or related field is highly desired.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset clients and/or public and private representatives in interpreting and enforcing legal policies and procedures.

Revised: December 17, 2020