

## **CITY OF HOUSTON JOB DESCRIPTION**

Job Code: 599.5

Job Title: **JUVENILE CASE MANAGER**

Current Pay Grade: 20

### **GENERAL SUMMARY:**

Provides identification/assessment, truancy intervention, and community-based referrals to social services for juveniles and their families by using individual judgment and discretion. Identifies truant students and parents/guardians contributing to student non-attendance as per Sections 25.093 and 25.094 of the Texas Education Code. Tracks instances of truancy within the school environment and provides truancy intervention services to identified juveniles and their parents/guardians. Position also focuses on assessing juvenile Class C offenders and their parents.

### **RESPONSIBILITIES:**

- Conducts assessments of juveniles and their parent/guardian that were referred to the program.
- Determines the cause of truancy and provide community referrals for intervention/assistance services based on assessments.
- Conducts home and school visits of juveniles and their families.
- Provides ad hoc updates on cases to internal/external stakeholders.
- Weekly case review and discussion with supervisor.
- Provides referrals to social service providers to client and their parents/guardians
- Follow-up review of service utilization with client and provider.
- Supports and partners with community-based organizations, law enforcement, and juvenile justice agencies to maximize compliance.
- Coordinates the scheduling of juveniles charged with Class "C" offenses to Workshops and community service in compliance with Court orders.
- Maintains client files and databases and provides ad hoc reports as required.
- Provides client assessments and sentencing recommendations to the Court.
- Monitors and updates case files through final disposition of case.
- Coordinates, implements and participates in educational programs, training sessions and presentations to internal and external stakeholders and community-based organizations.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree with major course work in Criminal Justice, Sociology, Psychology, or Social Work.

#### **EXPERIENCE:**

Two years of professional experience in juvenile court programs or related social services work are required.

#### **COMPLEXITY:**

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.

#### **IMPACT OF ACTIONS:**

Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

#### **SUPERVISION EXERCISED:**

##### **Direct Supervision:**

No direct report employees.

## **SPECIFICATIONS (cont):**

### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations.

Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

### **PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting,

temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

### **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

### **JOB FAMILY:**

Juvenile Case Manager

Senior Juvenile Case Manager

*Effective: July 2009*