



<b>DATE</b>	August 2011
<b>JOB CODE</b>	
<b>FLSA</b>	NON-EXEMPT
<b>EEO</b>	

**JOB TITLE:** Juvenile Case Manager  
**DEPARTMENT/DIVISION:** Municipal Court  
**REPORTS TO:** Court Administrator

**SUMMARY:** Responsible for managing all City Court juvenile cases. Acts as liaison between the court, parents, and juvenile defendants. Conducts home visits, curfew calls, delivers documents, and ensures parents and juvenile defendants are educated on court processes and orders. Work is performed with limited supervision.

**ESSENTIAL JOB FUNCTIONS:**

- Provides case-related services to juvenile defendants before Municipal Court Judges and State Prosecutors, which includes: assisting with a variety of juvenile dockets; monitoring and preparing all aspects of cases from citation through court date; explaining terms of court orders to juvenile defendants and their parents; monitoring program compliance and assisting defendants and their families with court-ordered program information; preparing documents for Judge's signature; and performing other related juvenile case and docket maintenance activities.
- Maintains contacts with defendants, parents, officers, the resolution center, and/or other interested parties in person, by telephone, or via e-mail. Educates and informs juvenile defendants and their parents with referrals for needed services such as counseling or treatment centers. Monitors compliance on juvenile cases and assists parents that are having problems with compliance by contacting agencies and collaborating with probation officers, victim advocates, and child protective services. Conducts home visits, makes curfew calls, hand delivers court documents, and ensures that parents and juvenile defendants understand the contents of their court order.
- Prepares a variety of reports, logs, and other related business correspondence related to juvenile case files.
- Coordinates and monitors court-ordered community service activities, which includes: preparing community service paperwork; scheduling and supervising defendants not able to be placed in traditional community service locations; contacting organizations willing to accept community service workers; closing out cases and ensuring fines have been properly adjusted; and/or, performing other related activities.
- Keeps abreast of local programs that are available to juvenile defendants, which may include: drug treatment centers, rehabilitation programs, counseling centers, diversion programs, and/or other related programs.
- Performs other duties as assigned.

Juvenile Case Manager

**SUPERVISORY/BUDGET RESPONSIBILITIES:**

- None.

**WORKING CONDITIONS:**

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and fingering.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.
- Potential exposure to criminal suspects.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of court procedures;
- Knowledge of applicable laws, rules, regulations, policies, and procedures;
- Knowledge of legal procedures;
- Knowledge of child development principles;
- Knowledge of modern office procedures;
- Knowledge of community resources;
- Knowledge of caseload management principles and practices;
- Knowledge of conflict mediation principles and practices;
- Skilled in providing customer service;
- Skilled in keyboarding;
- Skilled in operating modern office equipment;
- Skilled in managing a caseload;
- Skilled in defining problems, collecting data, establishing facts, and drawing valid conclusions;
- Skilled in preparing clear and concise reports;
- Skilled in maintaining sensitive and confidential information;
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

**PREFERENCES:**

- Bilingual in English and Spanish.

**MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.;
- Two years experience working within a court system, or other related experience.

Juvenile Case Manager

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.

Juvenile Case Manager