

Marble Falls, TX

JOB DESCRIPTION

Title: Juvenile Case Manager – P/T Department: Municipal Court

Location: City Hall

POSITION SUMMARY: Under the general supervision of the Presiding Judge and Court Clerk ensures compliance with all court orders and state/local laws and city policies affecting minors and juvenile defendants. Enters data and maintains some minor/juvenile files. Under Judge's direction, administers the Teen Court program.

ORGANIZATIONAL RELATIONSHIPS:

- 1. SUPERVISED BY:** Municipal Judge
- 2. DIRECTS:** No supervisory responsibilities
- 3. OTHER:** Works closely with all city employees and public.

RESPONSIBILITIES:

- Schedules and prepares minor/juvenile cases for hearings and maintains their records.
- Schedules and prepares minors/juveniles for training as needed for the school years' Teen Court program under the direction of an attorney advisor.
- Attends court hearings to assist in processing minor/ juvenile case referrals and attends hearings to report compliance or non-compliance of their cases.
- Assists minor/juvenile defendant and parents in locating all necessary programs and services that the court has ordered the minor/juvenile to attend and complete.
- Meets with minor/juveniles and parents after court hearing to review mandated sanctions; ensures parent and minor/juvenile understands court order, procedures and options.
- Creates forms, logs, files and referral sheets to ensure documentation of hours performed and that court-ordered services are provided to the minor/juvenile defendant and his/her parents.
- Checks status of minor/juvenile offenders at school for attendance and compliance with school rules if required by court order.
- Determines proper documentation of community service hours for all minor/juvenile cases.
- Ensures proper documentation of all other court-ordered programs for minor/juvenile offenders.
- Monitors all minor/juvenile files and keeps minor/juvenile defendants, their parents, and the court apprised of minor/juvenile offenders' progress in court-ordered programs and community service work to help promote a successful completion of the court's orders.
- Obtains and maintains a working knowledge and familiarity of court-ordered programs required of minor/juvenile offenders, including but not limited to: community service work, classes appropriate for Failure to Attend school and various other services as deemed necessary by the Court.
- Maintains a working knowledge of minor/juvenile justice system and issues affecting minors/juveniles today.
- Maintains a working relationship with schools where minor/juvenile defendants attend.
- Must exercise discretion, maintain confidentiality and exhibit professional skills.
- Advises defendants of their rights and judicial basic procedures.
- Conveys a positive professional image by action, communication and appearance.
- Regular, reliable and punctual attendance is an essential function of the job.
- Contribute to team effort by performing other duties as assigned.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

- Must be able to sit or stand for long periods answering phones, assisting defendants, performing computer work, filing, copying, scanning, and other administrative work.
- Must possess general manual dexterity to operate computer, office machines, perform filing or other office functions; and reach with hands or arms.
- Must be able to stand, walk, bend, twist, kneel to display signs and placards, reach above shoulder to carry signs and placards, and to perform other job duties.
- Must possess mental acuity for attention to accuracy and detail.
- Must see in the normal visual range with or without correction.
- Must hear in the normal audio range with or without correction.
- Will be required to work after-hours and evenings.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND TRAINING:

- Exercise proper judgment when dealing with situations that require immediate action. Perform job functions independently and without direct supervision.
- Provide excellent public relations and customer service, often to multiple customers during the same time.
- Communicate effectively with diverse groups of individuals utilizing tact and diplomacy. Discern and observe needs of public. Handle difficult situations.
- Establish and maintain an effective working relationship with all levels of management, City officials, vendors, other employees and the general public.
- Apply appropriate laws, policy or procedures dependent on circumstances. Retain knowledge of historical laws and procedures.
- Proficiently use general office machines, such as computer, calculator, copier, scanner and fax machine.
- Proficiently use computers and Microsoft office applications; learn and proficiently utilize new computer applications including Incode software.
- Effectively respond to a stressful or high pressure environment; meet deadlines and perform multiple tasks under pressure; work with frequent interruptions and changes in priorities.
- Be able to relate and communicate well with teenage defendants.
- Must successfully complete an annual structured training program.

EDUCATION, WORK EXPERIENCE, CERTIFICATIONS AND LICENSES REQUIRED:

1. A High School Diploma or GED
2. A valid Texas driver's license.
3. At least two years of clerical, administrative or court experience