

**TRAVIS COUNTY**  
invites applications for the position of:  
**Juvenile Case Manager**

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**OPENING DATE:** 01/10/11

**CLOSING DATE:** 02/09/11 11:59 PM

**JOB SUMMARY:**

Provides case management and informal individual counseling to juveniles under court orders issued under the Education Code (relating to mandatory school attendance). Supervises and monitors all aspects of juvenile's case related to conditions of deferral, including visits with juvenile's family and other significant contacts. Conducts initial and subsequent interviews with juveniles to explain conditions of deferral order and assist juveniles in compliance. Teaches juveniles and parents attributes and skills necessary to achieve success in compliance with court orders. Monitors juvenile's school attendance and behavior and reports to the Judge of the Court in which the case manager is employed. Participates in case management of truancy cases under the court's jurisdiction and is employed under the authority of Code of Criminal Procedure.

**DISTINGUISHING CHARACTERISTICS:**

This classification is within the Courts job family. Provides case management and informal individual counseling to juveniles under court orders for violation of school attendance laws. Duties performed are of a routine to moderately complex nature and type and may initially perform duties in training together with a higher-level staff member. This classification may require a flexible work schedule in order to meet the needs of the department.

**DUTIES AND RESPONSIBILITIES:**

- Supervises and monitors juveniles (at school, home, job and other places of contact in the community) on deferral for compliance and completion of deferred disposition orders relating to improving school attendance. Monitors juveniles and determines progress and compliance through juvenile self-reporting, follow up by the case manager at home or school, and at court hearings. Determines the needs of the juvenile and family and develops plans for the juveniles to achieve compliance.
- Conducts investigations on the background of each case, which includes interviewing juveniles, their families and other significant contacts. Assesses the individual's environment, familial, and social situation.
- Assures juvenile's understanding of obligations with respect to conditions of the Court's order and monitors compliance with the terms and conditions of deferral. Addresses violations of court orders by taking appropriate action. Coordinates case management with representatives of the school and social service agencies.
- Coordinates with schools and/or school districts regarding access to school campuses and students. Gathers attendance and behavior reports from the schools. Interviews school administrators, teachers, counselors, and attendance officers regarding

- juveniles under Court orders.
- Reviews information and reports for compliance or non-compliance with court deferral orders and reports to the Court.
  - Assists juveniles with various referrals, including, but not limited to counseling, treatment and job referrals. Verifies attendance and completion of alcohol, drug, mental health counseling and any other court ordered programs. Provides individual informal counseling as needed.
  - Prepares written assessments and recommendations to the court concerning the juvenile's compliance and progress during probation.
  - Assists Judge in court on appearance day and for show cause hearings. Reviews court orders with juvenile and parents. Appears and testifies in court.
  - Coordinates and teaches classes that are specifically designed to address issues regarding the circumstances of the offense (e.g. Leadership and Parenting, Conflict Resolution, etc.).
  - Coordinates community service projects for juveniles assigned to do community service.
  - Coordinates with the Constables office and/or local law enforcement regarding arrest and transport of offenders as directed by the Court.
  - Performs other job-related duties as assigned.

**MINIMUM REQUIREMENTS:**

**Education and Experience:**

Bachelor's degree in Criminal Justice, Social or Behavioral Sciences or a directly related field AND one (1) year experience in working with adolescents;

OR,

Any combination of education and experience that has been achieved and is equivalent to the stated education and experience and required knowledge, skills, and abilities sufficient to successfully perform the duties and responsibilities of this job.

**Licenses, Registrations, Certifications, or Special Requirements:**

Must be at least 21 years of age.

Valid Texas Driver's License.

**Preferred:**

Proficiency in Spanish and/or sign language.

Experience in working with adolescents from low income communities.

Social Services or Criminal Justice experience with child victims/consumers/clients

**Knowledge, Skills, and Abilities:**

**Knowledge of:**

- Policies, practices, procedures and legal terminology related to court system.
- Federal, State, Local and County applicable laws, rules, regulations, guidelines and applicable juvenile justice system standards and procedures.
- Case management practices.
- Standard practices in area of assignment.
- Psychological concepts of good behavior, social adjustment and emotional stability.
- Standard informal counseling techniques.

- Safety and security techniques and standards.
- Physical restraint techniques to control aggressive behavior.
- Computer equipment to include word processing, spreadsheets, databases and related software applications.

**Skill in:**

- Developing and maintaining professional relationships with staff from schools and referral agencies.
- Monitoring and responding to juvenile behavior.
- Problem solving and decision-making.
- Both verbal and written communication.
- Interviewing juveniles and their families.

**Ability to:**

- Gather, analyze and evaluate facts to conduct investigations and report results clearly, accurately and impartially.
- Work efficiently both independently and as part of a team.
- Reason and make judgments and decisions.
- Work effectively and courteously under stressful circumstances.
- Deal effectively with mentally disturbed, hostile, and aggressive individuals.
- Manage time well and perform multiple tasks, and organize diverse activities.
- Conduct investigations and report results clearly, accurately and impartially.
- Perform in a stressful environment, while maintaining a professional manner.
- Operate a variety of office equipment and a computer including word processing, spreadsheets and databases.
- Establish and maintain effective working relationships with juveniles, representatives of outside agencies, other county staff, representatives of the juvenile justice system and the general public.

**WORK ENVIRONMENT & OTHER INFORMATION:**

Physical requirements include the ability to lift/carry up to 25 pounds, visual acuity, speech and hearing, hand and eye coordination and manual dexterity necessary to operate a computer and basic office equipment. Subject to standing, sitting, walking, climbing stairs, bending, stooping, crouching, kneeling, pushing, pulling, reaching, twisting, balancing, repetitive motion, and squatting to perform the essential functions. Subject to contact with communicable diseases. Subject to juvenile and customer contact for extended periods of time.

This job description is intended to be generic in nature. It is not necessarily an exhaustive list of all duties and responsibilities. The essential duties, functions and responsibilities and overtime eligibility may vary based on the specific tasks assigned to the position.

Hours: 8:00 AM to 5:00 PM, Monday through Friday and works some nights and weekends

Criminal, Driving, Education & Employment Background Check Required