

HIDALGO COUNTY



Department of Budget & Management

Truancy Program Grant

Job Descriptions:

**Truancy Case Manager-Supervisor(1)
Truancy Case Manager (2)
Truancy Case Clerk (2)**

Job Description: Truancy Case Manager-Supervisor

Job Code: Truancy Case Manager-Supervisor
Civil Service Status
EEO Category:

Salary
FLSA Status

Section 1-Job Description

Summary: The overall purpose and general responsibilities of the job.

Must be able to oversee subordinates and provide directives on a daily basis. Provides moderately complex case management work. Work involves developing and maintaining long term contact with offenders, offenders' families, and service providers for medical, social, educational, and related services needs. Analyzes United States Code to become familiar with laws relating to specific complaints of constituents. Researches procedures and systems of governmental agencies and contacts representatives of federal agencies to obtain information on policies. Determines actions to facilitate resolution of constituent problems.

ESSENTIAL FUNCTIONS: The fundamental duties and tasks which define the job.

- Must be able to delegate jobs and responsibilities to subordinates.
- Interviews offenders to gather information and assess service needs: develops and implements service plans to meet the offender needs: and serves as liaison between offenders, offenders' families, and service providers.
- Assist in coordinating committee meetings: identifies problem area, service gaps, and barriers of services for offenders. Maintains records to include offender unit file, offender travel card, and computerized records.
- Provides case management services to include reviewing housing and work assignments, changes impacting medical restrictions, security needs, and custody levels. A document case records, interprets rules, regulation, policies and procedures; and responds to routine enquires.
- Conducts unit orientation for newly assigned offenders regarding facility rules and regulations and available services and programs.

Section II-Job Dimensions

Contacts: Nature of contacts, external relationships and internal relationships

Researches procedure and systems of governmental agencies and contacts representatives of federal agencies to obtain information on policies. Utilizes tact and diplomacy when assisting the Justice Judge. Investigates problems that affect offenders and recommends or implements corrective measures. Compiles and analyzes data to provide appropriate management performance and prepares activity reports.

External Contacts: Constant contact with other government agencies, outside organizations, and the general public. Communication is primarily face to face, via telephone and through written correspondence.

Job Description: Truancy Case Manager-Supervisor

Internal Contacts: Constant contact with co-workers, other County employees, Department Heads and Elected/Appointed Officials.

Responsibility: Accountability, safety, Budgeting and confidentially. Judgment, initiative and decision making, Expert judgment is required to use broad discretion to achieve work goals. Initiative is constantly required to achieve work goals. Conflicting or incomplete data is constantly encountered in decision making. Decisions are made regarding long range goals and priorities, policy development, policy interpretation, project planning, group working scheduling and individual work priorities.

Working Conditions: Working environment and other conditions of employment

- May be required to work more than 40 hours during the workweek.
- Working conditions are primarily inside an office environment with occasional exposure to hostile or violent individuals.

Section III-Job Requirements

Education and Experience: Minimum requirements for formal education and job related experience

Education: Sixty hours an accredited college or university preferred. Major course work in a Behavioral Science, Criminal Justice, or a related field preferred or five years full-time; wage-earning criminal justice experience to include correctional custody, law enforcement, offender case management, or correctional unit operations.

KNOWLEDGE, SKILLS, AND ABILITIES: Utilized in the performance of the Essential Functions

- Knowledge of applicable state and federal laws, rules and regulations, and statutes.
- Knowledge of case management principles, objectives, standards, and needs.
- Knowledge of agency and departmental organization structure, policies, procedures, rules, and regulations preferred.
- Knowledge of community resources preferred. Skills to communicate ideas and instructions clearly and concisely.
- Skills to coordinate with other staff, departments, official agencies, organizations and the public.
- Skills to interpret new rules, regulations, policies, and procedures.
- Skills in problem solving techniques
- Basic fundamental knowledge of computers in a (Windows) environment and local area network environment
- Skills to prepare and maintain complex records and files in an automated system.
- Skills in the electronic transmissions of communications.
- Skills to assess offenders needs
- Skills to coordinate offenders services
- Must be bilingual

Job Description: Truancy Case Manager-Supervisor

PHYSICAL DEMANDS:

- Must be able to lift/carry less than 15 lbs. occasionally
- Must be visually acute, speech, and hearing
- Hand and eye coordination

SPECIAL REQUIREMENTS: Special licenses and other requirements necessary to obtain or return the position.

Job Description: Truancy Case Manager

Job Code: Truancy Case Manager
Civil Service Status
EEO Category:

Salary
FLSA Status

Section 1-Job Description

Summary: The overall purpose and general responsibilities of the job.

Provides moderately complex case management work. Work involves developing and maintaining long term contact with offenders, offenders' families, and service providers for medical, social, educational, and related services needs. Analyzes United States Code to become familiar with laws relating to specific complaints of constituents. Researches procedures and systems of governmental agencies and contacts representatives of federal agencies to obtain information on policies. Determines actions to facilitate resolution of constituent problems.

ESSENTIAL FUNCTIONS: The fundamental duties and tasks which define the job.

- Interviews offenders to gather information and assess service needs: develops and implements service plans to meet the offender needs: and serves as liaison between offenders, offenders' families, and service providers.
- Assist in coordinating committee meetings: identifies problem area, service gaps, and barriers of services for offenders. Maintains records to include offender unit file, offender travel card, and computerized records.
- Provides case management services to include reviewing housing and work assignments, changes impacting medical restrictions, security needs, and custody levels. Documents case records, interprets rules, regulation, policies and procedures; and responds to routine enquires.
- Conducts unit orientation for newly assigned offenders regarding facility rules and regulations and available services and programs.

Section II-Job Dimensions

Contacts: Nature of contacts, external relationships and internal relationships

Researches procedure and systems of governmental agencies and contacts representatives of federal agencies to obtain information on policies. Utilizes tact and diplomacy when assisting the Justice Judge. Investigates problems that affect offenders and recommends or implements corrective measures. Compiles and analyzes data to provide appropriate management performance and prepares activity reports.

External Contacts: Constant contact with other government agencies, outside organizations, and the general public. Communication is primarily fact to face, via telephone and through written correspondence.

Job Description: Truancy Case Manager

Internal Contacts: Constant contact with co-workers, other County employees, Department Heads and Elected/Appointed Officials.

Responsibility: Accountability, safety, Budgeting and confidentially. Judgment, initiative and decision making, Expert judgment is required to use broad discretion to achieve work goals. Initiative is constantly required to achieve work goals. Conflicting or incomplete data is constantly encountered in decision making. Decisions are made regarding long range goals and priorities, policy development, policy interpretation, project planning, group working scheduling and individual work priorities.

Working Conditions: Working environment and other conditions of employment

- May be required to work more than 40 hours during the workweek.
- Working conditions are primarily inside an office environment with occasional exposure to hostile or violent individuals.

Section III-Job Requirements

Education and Experience: Minimum requirements for formal education and job related experience

Education: Sixty hours an accredited college or university proffered. Major course work in a Behavioral Science, Criminal Justice, or a related field preferred.

Experience: Two years full-time; wage-earning criminal justice experience to include correctional custody, law enforcement, offender case management, or correctional unit operations.

KNOWLEDGE, SKILLS, AND ABILITIES: Utilized in the performance of the Essential Functions

- Knowledge of applicable state and federal laws, rules and regulations, and statutes.
- Knowledge of case management principles, objectives, standards, and needs.
- Knowledge of agency and departmental organization structure, policies, procedures, rules, and regulations preferred.
- Knowledge of community resources preferred. Skills to communicate ideas and instructions clearly and concisely.
- Skills to coordinate with other staff, departments, official agencies, organizations and the public.
- Skills to interpret new rules, regulations, policies, and procedures.
- Skills in problem solving techniques
- Basic fundamental knowledge of computers in a (Windows) environment and local area network environment
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- Skills to assess offenders needs
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- Bilingual Preferred

Job Description: Truancy Case Manager

PHYSICAL DEMANDS:

- Must be able to lift/carry less than 15 lbs. occasionally
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SPECIAL REQUIREMENTS: Special licenses and other requirements necessary to obtain or return the position.

Job Titles: Truancy Case Clerk
Report to:
Dept/School:

Wage/Hour Status: Non Exempt
Pay Grade:
Date Revised:

Primary Purpose:

The District Truancy Case Clerk will provide assistance to the Truancy Case Manager in filing and maintaining proper documents and reports pertaining to the disposition of truancy cases. He/she is responsible to work with the Truancy Case Manager, Justice of the Peace and court personnel to properly execute all cases presented to court by your school district.

Qualifications:

- TEA certification (optional)
- Must be a high school graduate or have a GED.
- Ability to type 45 words per minute.
- Extensive experience in performing clerical work.
- The ability to handle delegated administrative details.
- The ability to write clear and concise memoranda, directives, or letters without close supervision.
- The ability to meet the public in a pleasant, composed and cordial manner and to speak clearly and effectively Bilingual skills. (English/Spanish)
- Strong Organizational, communication and interpersonal skills.
- Ability to operate personal computer, to develop databases, and do work processing.

Major Responsibilities and Duties:

Act as clerical liaison between the school district and the judicial office of the Justice of the Peace regarding student truancy.

Must be able to handles paperwork regarding truancy cases and disposition of the truancy cases.

Follow up with parents regarding court orders.

Prepares correspondence as directed by the Justice of the Peace and school administration,

Work closely with Truancy/Officers/Liaison, school principals and administrators involved with the student truancy.

Is under the supervision of the Truancy Coordinator and Justice of the Peace.

Answer calls pertaining to truancy.

Assist Principals and secretaries with attendance problems they may have related to Truancy.

Assist in the preparation of folders for filing on truants.

Compile and submit truancy reports as directed.

Will do follow-up on court rulings and disposition as directed by the Justice of the Peace.

Truancy Case Clerk Job Description

Provide truancy officer/Liaison and visiting teachers with information they may need.
Work cooperatively with outside agencies.

Receive visitors, ascertains the purpose of the visit and attends to visitors business.

Maintains effective public relations with the general public.

Keeps informed on local and state laws, rules and regulations.

Reviews incoming and out going correspondence, memoranda, reports and similar material for the purpose of the summarizing and/ or referring to proper persons.

Helps maintain records in an efficient manner.

Assist with attendance in service for principals and secretaries before the beginning of school and on going as needed.

Perform necessary bookkeeping function regarding truancy students.

Assist Truancy Case Manager to maintain records on investigations.

Attend and assists during court as needed.

Perform all duties in a safe manner to avoid injury to one self and/ or to others.

Performs other related duties as assigned.

Duties:

Duties include updating court docket information, posting, sorting and processing court records, data inquiry, updating ticket logs, as well as other related duties as assigned. Duties include performing clerical work requiring application of various work methods and procedures, and familiarity with departmental functions, polices and practices.

Essential duties and responsibilities:

- Make copies;
- File forms and files;
- Fax documents;
- Prepare forms;
- Retrieve forms;
- Post, sort, and process court records;
- Update ticket logs;
- May act as receptionist; answers telephone and provides services to the general Public;
- Conduct limited research of records;
- Regular attendance is a must;
- Ability to work well with others;
- Other duties as assigned;

Equipment Used: Typewriter, Computer, Printer, Copier, Fax Machine, Telephone, Shredder.

Working Conditions:

Mental Demands/physical Demands/ Environmental Factors:

Maintain emotional control under stress; repetitive hand motions; prolonged use of computers and some travel.