

Job Description: Truancy Case Manager

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

Salary
FLSA Status

Section I-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.

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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
- 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
- Bilingual Preferred