



# CASE MANAGER I

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**DEPARTMENT:** YAFW

**# OF HOURS:** Full-Time, 40 hrs

**REPORTS TO:** Senior Program Manager

**PAYRATE:** D.O.E.

**CLASSIFICATION:** Non-Exempt

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## **POSITION PROFILE:**

The Case Manager assesses low-risk juvenile offenders and their families to help provide a continuum of alternatives for youth determined not to require detention. Program services will include family assessment, referral, case advocacy, home detention, reporting centers, non-secure shelter (cool bed), intensive case management and wraparound family support services. Program goals include preventing youth from being unnecessarily detained and reducing juvenile delinquency. Staff will provide comprehensive assessment, advocacy, linkage and referral, coordinated case planning, and other supportive services, including ensuring that youth attend all court hearings as required.

## **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- Supervise and manage a full-time caseload (15-20).
- Provide case management services to include assessment, case plan development, solution, goal setting, referrals to other programs, court advocacy, and family building/intervention. This can occur at the office, school, minor's home, or other third party location.
- Perform outreach to various police departments (to include line-ups at 6am, 2pm, and 9pm) and other referral sources as required.
- Coordinate all cool-bed services which include (but not limited to): timely response to the referral, assessment of youth and family, creating structured/meaningful activities while in cool bed (can be between 8:00am-5:00pm, if youth are not in school), and facilitate family reunification meetings.
- Ensure all documentation is up-to-date and accurate within the online data management system, Efforts to Outcome.
- Remain culturally sensitive and respectful in all client, staff and community interactions.
- Participate in ongoing supervision to strengthen professional skills and process cases.
- Perform other tasks as assigned by the Senior Program Manager.

## **QUALIFICATIONS (Education, Experience and Certifications):**

- BA or BS degree in Social Work, Criminal Justice or related field.
- Two years of related experience in case management and direct client service, particularly experience with at-risk youth and families.
- Valid CA Driver license.
- Must have access to reliable transportation and be willing to use it for job-related tasks.
- Transportation of clients required.



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## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to demonstrate knowledge of trauma-informed care interventions and practices.
- Knowledge and experience working with diverse cultures.
- Ability to manage multiple demands and prioritize when needed.
- Ability to respond to a referral and assess a minor within 15 minutes.
- Strong communication and relationship-building skills.
- Knowledge of relevant resources within the community.

## **WORKING CONDITIONS:**

**ENVIRONMENT:** Office and client home settings. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level. Job could include minimum to high intensity noise level based on whether conducting groups, one-on-one counseling, or trainings.

**PHYSICAL REQUIREMENTS:** While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. The employee must occasionally stop, kneel, crouch, and crawl as well as lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

**MENTAL:** Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

*The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*