

JEFFERSON COUNTY COURT SERVICES
POSITION DESCRIPTION

POSITION: Drug Court Case Manager
DEPARTMENT: Drug Court - Court Services
JOB CATEGORY: Line Staff

STATUS: Full-time

FLSA STATUS: Non-Exempt

DATE WRITTEN: September 2010

DATE REVISED: January 2015, October 2017

Salary: \$26,899 and higher

Approved by Commissioners: 10/19/17

Incumbent serves as a Case Manager for Jefferson County Drug Court, responsible for supervising and reporting status of participants placed in the Drug Court program and investigating social and criminal histories in order to prepare written reports and recommendations for the Courts.

Incumbent reports to the Assistant and Director of Court Services.

DUTIES:

Case Management duties:

The case manager will conduct initial evaluations, screening, and risk assessments of participants via interviews and review of written records to determine appropriate treatment and development of a treatment plan. This includes making referrals to appropriate programs as needed and monitoring progress. The case manager will provide individual counseling as needed, provide education, orientation and monitoring groups of various types. The case manager may facilitate cognitive-behavioral programs to participants. The case manager will inform the prosecutor's office and Court of violations and file necessary paperwork if needed for violations along with testifying in Court as required and attending relevant hearings

The case manager will participate in weekly staffing and confer individually with the Directors for case consultations, review of court documents and department reports, and other work-related issues. In addition, the case manager will participate in monthly staff meetings to obtain information on agency details and to practice skills/problem solving techniques to ensure quality assurance.

The case manager is responsible for supervision of all Drug Court participants. The case manager will complete a weekly agenda for Drug Court staffing, email agenda to the Drug Court Team prior to staffing, and will follow through with recommendations made during staffing. The case manager shall participate in Drug Court Staffings and Court sessions each week.

The case manager will maintain a drug court participation caseload for adult offenders; interviews offender and prepares reports and recommendations for the Court, supervises offender, regular office contact; monitor regular urinalysis testing and administer alcohol breath tests; monitor fee collection, payments of restitution, and community service; keep accurate case notes and paperwork; assists victims, attend relevant hearings, and perform related duties as needed; follow program procedure for case closure upon participant's completion of the program or unsuccessful termination from the program.

The case manager shall maintain office computer, and paper files, including summaries of intake interviews, treatment, group and or education information if necessary; review all paperwork completed by the participant to verify accuracy of information; prepares reports

and recommendations required by the Court and the department.

The case manager shall maintain equipment issued to him/her, i.e. Department issued clothing, vest, weapons, Breathalyzers, vehicles and any other equipment the officer might be required to use to perform assigned duties. The case manager will return all equipment upon leaving the department.

The case manager shall attend training seminars, professional development workshops, training, and education as required or needed to maintain certifications and remain current in new developments in the field.

Responds to emergency calls on 24-hour basis

Performs related duties as assigned and/or required by law.

Training duties:

The case manager will ensure that he/she has all of the necessary training/education needed to perform his/her job duties to the best of his/her ability. The case manager shall be well informed about new trends, new programs, and research in court services. Each year, the case manager will complete a Staff Development and Training plan with the Assistant Director for that year to address any training issues or interest for the employee. The case manager will complete at least 35 hours of continuing education each year.

Continuous Quality Improvement duties:

The case manager will perform his/her duties to the best of his or her ability and will improve such duties as recommended through continuous quality improvement feedback. This will include file audits, case plan audits, direct observation of staff interaction with clients (motivational interviewing, case plans, administering rewards and sanctions, problem solving, etc); direct observation of assessment conducted by staff; direct observation of cognitive behavioral programs being delivered in the agency; distribution and analysis on quarterly client satisfaction surveys; and conducting 360 evaluations annually.

Community relation duties:

The case manager will develop and maintain positive and supportive relationships to key players in the community. This would include but is not limited to: staff, Judges and Staff, Probation, Prosecutor's Office, departments within the Courthouse; the Defense Bar; Treatment/Service providers; Law Enforcement Agencies; Employment Agencies; Welfare Department; schools; members from other departments and agencies, as well as the general public.

This contact is necessary for wide variety of purposes, including but not limited to resolving problems, the gathering information, preparing reports and coordinating/negotiating services.

JOB REQUIREMENTS

The Drug Court case manager must meet the following criteria:

Minimum Qualifications: Level 1 Salary Scale \$28,899.60 to \$30,000.00

Bachelor degree from a college or university accredited by an accrediting organization recognized by the Council for Higher Education Accreditation

- Be at least 21 years of age
- Be an American Citizen
- Be a person of good moral character

The Case manager must also have, or be able to obtain in the first year of employment, thirty (30) hours of alcohol and drug specific training, thirty (30) hours of clinical training screening and interviewing training in any combination, and three (3) hours of training in the interpretation of chemical test results.

- In addition, incumbent must have a working knowledge of standard computer software programs, applications and the county's computer system. Ability to operate standard office equipment, such as Copier, FAX Machine, DVD, Computer and other necessary equipment.
- Ability to effectively interview, investigate, lead group sessions and work with clients to assure proper completion of all program requirements.
- Must have experience and knowledge in Evidence-Based Practices for community supervision; cognitive-behavioral interventions; and a clear understanding of addictions and other mental health conditions
- Ability to effectively resolve emergency/crisis situations and take appropriate action as required.
- Complete knowledge of all local, state, and federal laws applicable to court services , with ability to apply and enforce regulations as needed.
- Complete knowledge of standard policies and practices of Jefferson County legal process, Court Servicesrere Policy and Procedures and to follow these policies, procedures and rules.
- Thorough knowledge of treatment programs and services available to clients from other government, social, and private agencies.
- Ability to effectively work with clients and cooperate and communicate with department employees, personnel and officials from a wide variety of government departments and social agencies, and members of general public. All communication with participants, other staff and agencies shall be carried out in a courteous and professional manner.
- Ability to maintain strict confidentiality of all department records and information.
- Ability to effectively perform all essential duties of the job. To be able to access residences and work sites participants.
- Must possess a legal driver's license.
- Incumbent must have extensive knowledge of the criminal justice process/proceedings, statues and court services programs. The case manager must have the ability/knowledge to implement, monitor and measure evidence-based practices. The case manager will work with the Judges, Prosecutors, Defense attorneys and local treatment provides and maintain a good relationship with them.
- Incumbent performs case-related community correction duties in accordance with legal requirements and generally applicable guidelines, exercising judgment to effectively assess, evaluate, and work with clients to assure satisfactory completion of all program requirements. Incumbent's work involves a wide variety of duties, involving both

general and individual circumstances and often requiring careful, detailed consideration of complex situations and choices. Duties such as assessing human needs, behaviors, and social problems require the most judgment and adaptation of incumbent's guidelines such as the Department Policy and Procedures.

- Incumbent perform their duties in the office, homes, work sites and in the community in general. Incumbent has regular contact with emotionally distraught, chemically dependent individuals and potentially dangerous and/or violent participants.
- Incumbent assures proper enforcement for individual participants using standard department procedures to apply to specific situations and tasks. These tasks would include the maintenance of detailed case proceedings, frequent monitoring of the client's progress, and resolution of problems with clients and their participation terms. Objectives of Incumbent's work are generally known, and highly unusual. Sensitive issues such as liability concerns and publicized and/or controversial situations are discussed with the Assist CC Director first and if necessary the courts as needed. Work is reviewed for both compliance with applicable law, guidelines, is assessed according to attainment of desired results, soundness of judgement and general conformity with departmental standards and policies.

Enhancement Qualifications: Level 2 Salary Scale \$30,000.00 - \$33,800.00

- Three years experience in mental health or criminal justice field
- 180 hours of documented substance abuse/mental health or evidence-based practices training

Enhancement Qualifications: Level 3 Salary Scale \$33,800.00 - \$36,500.00

- Five years experience in substance abuse/mental health or criminal justice field
- 250 hours of documented substance abuse/mental health or evidence-based practices training

Enhancement Qualifications: Level 4 Salary Scale \$36,500.00 and higher

- Six plus years experience in substance abuse/mental health or criminal justice field
- 360 hours of documented substance abuse/mental health or evidence-based practices training