



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 599.5

Job Title: **JUVENILE CASE MANAGER**

Pay Grade: 20

GENERAL SUMMARY:

Under general supervision, provides assessment, counseling, and referrals to social services for juvenile cases brought under Section 25.093 and 25.094 of the State Education Code, focusing on tracking truancy cases, and counseling parents and juveniles.

RESPONSIBILITIES:

- Coordinates with truancy team to determine if students should receive intervention services and to develop proper service plans.
- Conducts home and school visits with students and families.
- Provides updates on cases with truancy team members.
- Staffs cases with coordinator weekly.
- Provides youth and parents with access to social service providers, and conducts follow-up with families and agencies to ensure that services are being utilized.
- Works with community-based organizations, law enforcement, and juvenile justice agencies to maximize youth and parent compliance.
- Maintains client files and databases.
- Provides judges with background information on students and makes recommendations on appropriate sanctions.
- Monitors cases until court dates and disposition of cases.
- Attends community-wide events with program participants as necessary.
- Coordinates and participates in Spring Break and Youth Summer Programs with clients.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree with multiple courses in one or more of the following areas: Criminal Justice, Sociology, Psychology, or Social Work.

EXPERIENCE:

Two years of professional experience in juvenile court programs or related social services work are required.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There is only a slight source of discomfort from exposure to less-than-optimal temperature and air conditions when required to occasionally work outdoors.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Juvenile Case Manager

Senior Juvenile Case Manager

Effective: July 2009

Revised: June 2019