



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 599.6

Job Title: **SENIOR JUVENILE CASE MANAGER**

Pay Grade: 23

GENERAL SUMMARY:

Supervises, coordinates, and evaluates casework activities for juvenile truancy cases.

RESPONSIBILITIES:

- Supervises and evaluates delivery of assessment, evaluation and referral services to juveniles and their parents.
- Supervises Juvenile Case Managers and reviews case management activities and staffing of cases.
- Serves as liaison to Presiding Judge, Division Manager, Deputy Director, Houston Independent School District (H.I.S.D.) representative(s), Spring Branch Independent School District (S.B.I.S.D.) representative(s), and other school districts that participate in the program.
- Coordinates and facilitates weekly truancy staff meetings and monthly truancy court team meetings.
- Prepares and conducts public presentations on the Juvenile Case Manager Program.
- Develops and implements community education campaigns.
- Establishes and maintains partnerships with social service agencies for referral services.
- Develops and coordinates Spring Break and Youth Summer Program activities for clients.
- Collects data and prepares reports for program partners (City of Houston Municipal Courts, H.I.S.D., S.B.I.S.D., and other school districts that participate in the program).
- Direct report to the Division Manager, Deputy Director or Presiding Judge.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in a social or behavioral science, such as Sociology, Psychology, Social Work, Counseling, Criminal Justice, or a related field.

EXPERIENCE:

Three years of professional experience in counseling or related social services work are required.

Substitution: A Master's degree in a social or behavioral science may substitute for two years of the experience requirement.

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 limited to general supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation in setting work objectives.

SUPERVISION EXERCISED:

Direct Supervision:

Typically involves scheduling, supervision and evaluation of work as a "first-line supervisor"; recommends personnel actions, such as hiring, terminations, and pay changes of non-supervisory personnel. May autonomously direct a comprehensive counseling program.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

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 involves some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher-level problem resolution.

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 occasionally required to 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*