

Case Manager

Dept: Day Reporting Center

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate skilled human support work conducting behavioral intervention activities and instruction with program participants and their family, establishing working relationships with participants, parents and court professionals, and related work as apparent or assigned. Work is performed under the limited supervision of the Program Supervisor or Day Reporting Center Executive Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Conducts intake, communication, placement, follow-up and evaluation of all clients.
- Acts as a liaison between school system, court counselors, county staff, participants and parents involved in services, programs and activities at the Day Reporting Center.
- Initiates and instructs parenting course.
- Assists participants with educational progress by re-enforcing learning programs, skills and referrals to outside sources.
- Aides in transportation of program participants in coordination with school system, as needed.
- Initiates direct monitoring and counseling of participants during and after program involvement.
- Assists with analysis screening for court ordered participants.
- Initiates physical security for resource participants, including random searches.
- Monitors progress and completes progress reports on program participants.
- Acts as a witness in court.
- Supervises and instructs program participants and volunteers in accordance with Juvenile Restitution Standards, as necessary.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of individual and group counseling techniques; thorough knowledge of supportive counseling skills; thorough knowledge of substance abuse treatment strategies; thorough knowledge of consumer assessment techniques; thorough knowledge of case management activities; thorough knowledge of crisis intervention; thorough skill collecting and recording data; thorough skill facilitating individual and group counseling with substance abuse consumers; thorough skill in completing assessments and treatment plans; general skill in interviewing and assessing needs treatment; ability to work as a team member; ability to maintain consumer confidentiality and protect human rights; ability to establish and maintain effective working relationships with associates, participants and the general public.

Education and Experience

Associates/Technical degree with coursework in human services, criminology, substance abuse, criminal justice, or related field and less than one year experience working with the public, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 100 pounds of force; work frequently standing, walking, sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires climbing or balancing, stooping, kneeling, crouching or

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crawling, tasting or smelling, pushing or pulling and lifting; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions and exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

- CPR/First Aid certification.
- Gang training certification.
- Valid North Carolina Driver's License within 60 days of employment.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date