



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **CASE MANAGER**
Grade: 10

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

The Judge Mario E. Ramirez, Jr. Juvenile Justice Center's Boot Camp Case Manager provides professional case management, supervision and services for at risk youths while in the Boot Camp Program. He/She will develop, monitor, and evaluate treatment plans and progress in addition to facilitating interdisciplinary approaches. The Boot Camp Case Manager ensures efforts are made to promote the rehabilitation, education, and positive development of the cadets in the Juvenile Boot Camp Facility. The Judge Mario E. Ramirez, Jr. Juvenile Justice Center's Case Manager is directly accountable to the Boot Camp Senior Therapist or designee.

Applicants must be able to meet Juvenile Probation Officer Certification/Recertification standards as per the Texas Juvenile Justice Department.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

EXAMPLES OF WORK PERFORMED

Screens potential new cadets by reviewing required placement documentation to include by not limited to psychological, psychiatric, court documents, previous placement documentation, and therapist evaluations;

Determines cadets' requirements by completing intake interviews;

In coordination with the Boot Camp Facility Therapists, determines the need for therapeutic, medical, psycho-social, and psychiatric evaluations;

Coordinates services being provided, arranges resources, including transportation and escort;

Monitors cases by verifying cadets' attendance, observing and evaluating treatments and responses;

Prepares cadets' discharge by reviewing and amplifying discharge plans, coordinating discharge and post-discharge requirements;

Improves treatment results by studying, evaluating, and re-designing processes;

Prepares reports by collecting, analyzing, and summarizing treatment and results data and trends;

Proposes potential implementation of policy revisions based on program evaluation;

Updates job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations;

Promote quality and cost-effective interventions and outcomes;

Maintain the confidentiality, respect the privacy, and preserve the routine and independence of cadets’;

Conducts intake and risk assessments of youths to determine the appropriate level of supervision and intervention programs to ensure each youth is afforded an opportunity for rehabilitation;

Documents casework contact, status change, progress and problems to assure required contacts are being made as per standard/policies;

Provides update to Hidalgo County State District Court Judges regarding cadet progress on an as needed basis;

Knows how to keep up to date on any changes in policy/procedures/standards as they pertain to Hidalgo County, The Judge Mario E. Ramirez, Jr. Juvenile Justice Center, the Juvenile Boot Camp Facility and the Texas Juvenile Justice Department;

Proficient in basic lifesaving methodology in order to effectively render medical assistance to juveniles on an as needed basis;

Ability to participate in training/certification in non-violent physical restraint technique as approved by the Department/Texas Juvenile Justice Department;

Ability to restrain youths;

Will be required to utilize a personal vehicle to make periodic home visits and transport youths;

Maintains procedures for accomplishing administrative requirements directed by The Judge Mario E. Ramirez, Jr. Juvenile Justice Center’s Administration;

Sets the example regarding personal appearance, to include the wearing any prescribed uniforms and/or civilian clothing as per the Department dress code;

Is able to effectively communicate and interact with supervisors, members of the general public, and other groups involved in the operation of The Judge Mario E. Ramirez, Jr. Juvenile Justice Center’s Boot Camp Facility;

Requires the ability to read a variety of informational documentation, directions, instructions/methods/procedures related to The Judge Mario E. Ramirez, Jr. Juvenile Justice Center’s Boot Camp Facility and the Texas Juvenile Justice Department;

Requires the ability to write reports with the proper format, punctuation, spelling and grammar;

Is able to assemble information and make written reports and documents in a concise, clear and effective manner.

Has good organizational, management, interpersonal, and technical skills;

Is able to use independent judgment and discretion in working with juveniles on department supervision, including the handling of emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems;

Works in harmony with all department staff;

Perform any and all other duties as assigned by the Boot Camp Facility Senior Therapist or his/her designee;

EDUCATION AND EXPERIENCE

Have acquired a bachelor's degree preferably in criminal justice, psychology, social work, or other related field conferred by a college or university accredited by an accrediting organization recognized by the Texas Higher Education Coordinating Board; and

An applicant for the position of Boot Camp Case Manager shall have one year of experience in fulltime case work, counseling, community or group work in a social service, community, corrections, or juvenile agency that deals with offenders or disadvantaged persons; and that The Texas Juvenile Justice Department has determined provides the kind of experience necessary to meet this requirement

In lieu of the work experience requirement, applicants must have one year of graduate study in criminology, corrections, counseling, law, social work, psychology, sociology, or other field of instruction approved by The Texas Juvenile Justice Department or qualifying work experience as specified in the Texas Administrative Code Title 37 Part 11 Chapter 344.210

Possess strong organizational skills

Must complete oral interviews

CERTIFICATES, LICENSES AND REGISTRATION

Must meet Texas Administrative Code Title 37 Part 11 Chapter 344 and The Texas Juvenile Justice Departments standards for Juvenile Probation Officer certification/recertification;

Applicant must have a current valid Texas motor vehicle operator's license

Must be able to be insured by county insurance carrier

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations