

City of Mission Job Description

Job Title: **Juvenile Case Manager**

Classification: **Non - Exempt**

Department: Municipal Court



Division:

Supervisor: Court Coordinator

Effective: 9/01/2017

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**I. JOB SUMMARY**

Under the supervision of the Court Coordinator incumbent will provide services in cases involving juvenile offenders before a court consistent with the court's statutory powers, Sections 25.093. The incumbent must be able to work under stress and be able to handle various tasks in spite of interruptions. Responsible to perform centralized administrative functions dealing with the Juvenile Court cases including records management, provide follow-up contacts on closed cases based on social service needs, provide crisis intervention by case assessment and evaluation of family environments, and customer relations. Handles confidential information and frequent contact with all levels of city employees, outside agencies, and the general public. This position has no supervisory responsibilities. Individual will perform other duties assigned by supervisor/department head when needed. This individual will be reporting to the Head Judge. The goal of the Juvenile Case Manager is to assist the Court in administering the Court's juvenile docket and in supervising its court orders in juvenile cases. The mission of the Juvenile Case Manager is to assist judges in providing juveniles the resources to shape their futures, connect with the community, and become law abiding citizens.

**II. EDUCATION REQUIREMENTS**

- High School diploma or G.E.D. required.
- An associates degree in management preferred.
- Must have required license/certification current.
- Must be able to speak and understand the Spanish and English language fluently.
- Must have experience and be proficient in Microsoft Work, Excel, use of Internet, Power Point and E-Mail.
- Must be able to type 50 wpm and have good filing skills.
- Must have experience in using a 10 key calculator by touch.
- Minimum of two (2) years customer service experience.
- Minimum of two (2) years clerical experience.
- Minimum of one (1) year data entry experience.
- One (1) year experience in a municipal or justice court setting preferred.
- Two (2) years of professional experience in juvenile court programs, case management, or related social service work preferred.

**III. EMPLOYMENT REQUIREMENTS**

- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a drug, physical, and pre-placement screenings administered by the City of Mission doctor a the City's expense.



- Applicant must have a current valid class "C" driver's license from the department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

#### **IV. SKILL AND ABILITY REQUIREMENTS**

- Ability to follow a firm work schedule as directed by supervisor.
- Ability to follow instructions orally or in written form and perform tasks with little or no supervision.
- Ability to perform work that is routine and detailed.
- Ability to communicate orally in the Spanish and English language.
- Ability to maintain and prepare complex records, insuring confidentiality.
- Ability to follow procedures for keeping records.
- Ability to prepare Juvenile court orders.
- Ability to handle large Juvenile docket calls and simultaneously prepare Juvenile court orders.
- Ability to deal with public relation issues and citizens inquiries tactfully, courteously and in a business matter.
- Ability to maintain effective working relationships with office staff, auxiliary, city departments, elected officials, and outside agencies.
- Must be able to work well and be available to the public.
- Must have integrity, honesty, and judicial temperament.
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability to speak and write clearly and accurately (to include correct spelling).
- Ability to make decisions based on available data/criteria, laws, and regulations, or city policy.
- Ability to handle special projects of diverse nature as assigned.
- Ability to read and interpret documents such as safety rules and city policy procedures.
- Within one (1) year from the date of hire, and prior to the commencement of full duties, the Juvenile Case Manager must obtain a minimum of twenty-four (24) hours of education and training in juvenile related areas.
- The Juvenile Case Manager must obtain a minimum of twelve (12) hours of municipal court related education and training each fiscal year. Eight (8) of those hours must be in any one or a combination of juvenile related areas.

#### **V. ESSENTIAL JOB FUNCTIONS**

- Must be able to work at the City of Mission Municipal Court from 8:00 a.m. to 5:00 p.m., Monday through Friday and stay late when having juvenile court hearings are being held and Saturday court order community service projects.
- Create Juvenile case management files including goals and objectives by assisting families with social service needs such as counseling, anger management, and drug rehabilitation services.

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- Evaluates family needs through home, school, and office visits with participants and their families and keep informed of local resources to help families connect to these local resources.
- Accomplish case advocacy on behalf of juveniles and their families by explaining the complex rules and regulations of local, state, and federal court proceedings.
- Maintain ongoing family crisis advocacy by providing documentation and act as a liaison between the juveniles and their families and all relevant local community resources, agencies and organizations.
- Ensure professional grade documentation by providing expert opinion and recommendation of the juvenile case as it pertains to the participant and family well being and how well the juvenile performed.
- Educate juvenile/family on positive life skills to assist the participant/family in dealing with daily stressors that could lead to an increase in dysfunctional behavior.
- Assisting in coordinating follow-up and supervising of juvenile and parent to insure that all community service programs are completed with and are followed.
- Maintains comprehensive juvenile case files, records, documents, and plans related to the juvenile's crime of offense committed.
- Follows up with juvenile and parent to insure that the law is being followed.
- Reports progress to the Head Judge on court payments.
- Performs independent work assignments for the Head Judge under broad guidelines with minimum direction that are of a complex nature.
- Must be knowledgeable in court procedures as well as truancy cases.
- Must have the ability to prepare court orders.
- Keep and maintain a docket containing each case filed and court action taken.
- File a certified transcript of the docket with the district court on the first day of that court's term.
- Enter the proceedings of each trial in the judge's docket.
- Prepare or assist in the reporting of all juvenile convictions to the proper authorities.
- Process (subpoenas, summonses, warrants and attachments) to compel the attendance of persons as witnesses in municipal court.
- Authenticate all official acts of the court by affixing the court seal to all papers issued by the court except subpoenas.
- Must be able to work well and be available to the public.
- Must have integrity, honesty, and judicial temperament.
- Be able to prepare reports to the City Council.
- Perform all job functions with special attention to safety and city policies and procedures related to the job position.



**VI. NON-ESSENTIAL JOB FUNCTIONS**

- Attend ribbon cuttings and other special events.

**VII. EQUIPMENT/MATERIALS**

General office and safety equipment/materials to include but not limited to the following:

- Personal Computer, Printer, Telephone
- 10 key calculator, Copy machine, Fax machine
- Cell phone, Typewriter, Mouse
- Keyboard, City vehicle, Diskettes & CDs
- Computer software, Stapler, rulers, Pens, pencils, highlighters
- Policy & procedure handbook

**VIII. WORK ENVIRONMENT**

Exposures to the following environmental conditions are required for this job.

	None	Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or caustic chemicals	X			
Toxic or caustic chemicals	X			
Outdoor wether conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			
Explosives	X			

**IX. MANUAL DEXTERITY**

Both fine and gross hand manipulation is required to perform essential job functions. Fine hand manipulation is utilized to type and document information in computer. Gross hand manipulation is required to use telephone, type, and keep department records. Fine finger dexterity is required to input data, and hand write information.



**X. PHYSICAL DEMAND ANALYSIS**

**MATERIAL HANDLING ACTIVITIES**

<b>Tasks</b>	<b>Weights</b>	<b>Frequency</b>	<b>Performance</b>
<b>LIFTING</b>	Up to 5 lbs	<b>F</b>	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of shoulder level.
	6-10 lbs	<b>F</b>	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	<b>F</b>	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	<b>O</b>	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26-50 lbs	<b>O</b>	Stacks of books, binders, boxes from floor to waist level.
	51-75 lbs	<b>N</b>	
	76-100 lbs	<b>N</b>	
	Over 100 lbs	<b>N</b>	
<b>CARRYING</b>	Up to 5 lbs	<b>F</b>	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of shoulder level.
	6-10 lbs	<b>F</b>	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	<b>F</b>	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	<b>O</b>	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26-50 lbs	<b>O</b>	Stacks of books, binders, boxes from floor to waist level.
	51-75 lbs	<b>N</b>	
	76-100 lbs	<b>N</b>	
	Over 100 lbs	<b>N</b>	
<b>PUSH/PULLING</b>	Up to 5 lbs	<b>F</b>	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	6-10 lbs	<b>F</b>	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	11-20 lbs	<b>F</b>	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	21-25 lbs	<b>O</b>	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	26-50 lbs	<b>O</b>	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	51-75 lbs	<b>N</b>	
	76-100 lbs	<b>N</b>	
	Over 100 lbs	<b>N</b>	

**N-Never O-Occasional 1-33% F-Frequently 34-66% C-Constant 67-100%**



**NON-MATERIAL HANDLING ACTIVITIES**

<b>Task</b>	<b>Frequency</b>	<b>Performance</b>
<b>CLIMBING</b>	<b>O</b>	Use three step stool or six step ladder to retrieve materials, books, files, or office supplies from upper shelves and building entrance stairs.
<b>BALANCING</b>	<b>C</b>	Telephone, books, files, binders, folders, pens, pencils, papers, stapler, stapler remover, paper clips, envelopes, markers.
<b>STOOPING</b> (bending at waist)	<b>F</b>	Open file drawers to retrieve files below waist level sitting or retrieve, books from floor area or pickup materials that fall down from floor area.
<b>KNEELING</b> (one or both knees)	<b>O</b>	Retrieve things that fall on the floor, retrieve files from lower filing cabinets, or as needed to plug into electrical outlets.
<b>CROUCHING</b> (bending at hips/knees)	<b>F</b>	Filing and lifting boxes, open file drawer at bottom section, to clear space removing a box on floor area, or empty boxes of computer paper and stacking them.
<b>CRAWLING</b>	<b>O</b>	Under desk to plug computer, tower, and printer.
<b>REACHING</b>	<b>C</b>	Open drawers and retrieve files and documents, partial to full arm extention, reach above head to retrieve supplies, to answer telephone, type letters, retrieve books and binders, using computer mouse.
<b>TWISTING/TURNING</b> (rotation)	<b>C</b>	180 degrees at waist level to access printer, retrieve files, materials, office supplies, assist the public, sitting at desk within work station, answering the telephone, typing, opening drawers, sitting and standing up to 180 degrees at neck, waist and shoulder level.
<b>HANDLING</b> (manipulated objects)	<b>C</b>	Boxes of files, clerical supplies, telephone, ink cartridges, pens, pencils, papers, folders, and calculator to relay and procure information, using computer mouse, both hands to grip files and books exerting moderate force.
<b>FINGERING</b> (finger dexterity)	<b>C</b>	Typing letters and reports on computer key board or typewriter, using 10 key calculator by touch, hand writing messages and notes, inputing data in computer, statistical reports, filing, and reviewing files, and using computer mouse, rolodex, tape dispenser.
<b>STANDING</b>	<b>C</b>	Making copies, filing, sorting mail, greeting the public, faxing documents, retrieve clerical supplise, books at shoulder level, opening file drawers, pick up and deliver documents.
<b>SITTING</b>	<b>C</b>	Typing letters and reports on computer key board or typewriter, attending meetings, sorting mail, answering telephone, greeting the public, reviewing files and other paper work, opening drawer to retrieve files.
<b>WALKING</b>	<b>F</b>	Retrieve paperwork within office and other offices within department up to 50' walking to copy room to make copies, within office doing job duties, walking to storage area, walking to bathroom, meetings, employee lounge, to file room for filing employee information.
<b>GRASPING</b> (whole hand activities)	<b>C</b>	Office supplies, equipment, file boxes, reams of paper, telephone, files, books, pens, pencils, letter opener, stapler, stapler remover, file drawer, papers, computer keyboard and mouse, letter stand, ruler, tape dispenser, filing baskets.

**N-Never O-Occasional 1-33% F-Frequently 34-66% C-Constant 67-100%**

I, \_\_\_\_\_ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date