



# Lorain County Domestic Relations Court

## Position Description

### Classification Title:

FLSA Status: Non-exempt

Exemption Type: N/A

Civil Service Status: Unclassified

### Case Manager - Crossroads

Employment Status: Full-time

Reports To: Probation Supervisor-Crossroads

Division: Juvenile Probation

### DISTINGUISHING JOB CHARACTERISTICS

Co-facilitates a Cognitive Behavioral Therapy curriculum with a trauma informed care approach and provides case management services to program youth to reduce the risk of incarceration and recidivism. Conducts visits to the home, school, and in the community, creates case plan goals, administers risk assessments, and documents all contacts in required applications. *This is a grant-funded position and is not part of the Court's general operating budget. Ongoing funding for this position is dependent upon the continuation of the grant or external funding resources.*

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.*

Co-facilitates a Cognitive Behavioral Therapy curriculum with a trauma informed care approach with program youth and their families. Provides direct case management services to reduce the risk of incarceration and recidivism. Documents monthly statistics for youth, family contacts and direct service hours in the case management systems. Completes/utilizes the OYAS 2.0 risk assessment tools.

Develops and updates case plan goals based on youth's behavior, family needs, and program progress. Maintains consistent contact with service providers and facilitates service coordination. Conducts/participates in Family team meetings. Informs court and agency staff of youth progress through written reports and confers with youth and family to assist in meeting treatment goals and behavior modifications.

Monitors a caseload of youth offenders requiring frequent contacts by telephone, office visits, and home visits. Intervenes in crises including physical abuse, threats of suicide, homelessness, runaways, and other critical situations.

Coordinates and participates in various recreational, cultural, educational, and therapeutic activities with program youth. Assists youth with employment and alternative educational plans. Provides transportation, supervision and coordination for summer programming, recreational activities, and community service, as requested.

Conducts searches of youth's person, home, or property upon Judge's direction. Drafts warrant requests regarding non-compliant youth.

Maintains responsibility for the safety and security of youth and families during transport and at the Crossroads Program. Follows security procedures regarding inspections of county vehicles. Must be able to transport youth and other family members in a county vehicle during assigned work hours.

Transports juveniles to and from the Crossroads Program, court hearings, secure detention, or other sites as needed. Transports parents/ guardians when appropriate. Detains and transports youth to secure detention as requested. Trained in the use of pepper spray, handcuffing and shackling.

Prepares written reports and presents case material for hearings. Makes articulate, professional, measured oral presentations of cases in court hearings to Judges and Magistrates, interprets court orders, and makes necessary referrals to community agencies. Provides court security in formal hearings. Investigates new adjudications, contacts victims, updates family social history, and provides recommendations with a strong rationale to the jurists at disposition.

Conducts drug and alcohol tests and observes and collects urinalysis and saliva samples to determine use of illicit drugs. Collects and logs DNA samples.

Maintains responsibility for safety and security of youth and their parent/guardian at the Crossroads building and during transport.

Maintains a professional and polite disposition at all times when dealing with public, coworkers, court staff, service providers, law enforcement, and other outside agencies. Stays calm and even-tempered when handling crises, stressful situations, continuous change, or unexpected developments.

Demonstrates regular and punctual attendance and arrives prepared to work; meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

Maintains flexibility in work hours to accommodate program needs including, but not limited to, case consultation on an emergency or as needed basis, in person or by phone.

#### OTHER DUTIES AND RESPONSIBILITIES

Collects and enters data, prepares documents, reports program statistics, and participates in RECLAIM site visits, meetings, trainings, conferences, and seminars as requested or required. Attends and participates in all other Court meetings, trainings, conferences, and seminars as requested or required. All other duties as assigned by Supervisor, Deputy, or Chief PO.

#### SCOPE OF SUPERVISION

None

#### EQUIPMENT OPERATED

Computers, copier, fax machine, telephone, calculator, and other general office equipment, electronic monitor, handcuffs and shackles, cell phones, county vehicles, personal vehicles, pepper spray.

#### CONTACTS WITH OTHERS

Regular contacts inside and outside of the Court where improper handling may affect results but where primary responsibility rests with the next higher level of supervision. Contacts include, but are not limited

to; youth offenders, parents/guardians, family members, attorneys, prosecutors, law enforcement, victims, Lorain County Children Services, social service and treatment providers, school officials and staff, Judges and staff, Department of Human Services, and general public.

### CONFIDENTIAL DATA

Ability to maintain confidentiality and exercise extreme discretion. Work involves some confidential data such as client records, medical reports, police records, or other information which, if disclosed, may have an adverse effect detrimental to the Court's interest or contrary to professional ethics. Juvenile records and files including psychological, mental health and chemical dependency evaluations, Judge's and Magistrate's decisions, school records, treatment assessments, police records (child/parents), medical reports, financial information, probation/parole records, urinalysis results.

### WORKING CONDITIONS

Works in potentially high-intensity situations involving youth and/or parents/guardians that may require behavior management, de-escalation, and crisis intervention. Works in a variety of venues, frequently in high-crime areas with delinquent populations. Work is subject to frequent interruptions, crisis intervention, constant reprioritization of work activities and moderate to high degree of stress. Occasional exposure to noise, dust, heat, or other disagreeable elements, but none continuously present.

### USUAL PHYSICAL DEMANDS

*The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.*

While performing the duties of this job, the employee is required to sit, speak clearly and to hear. Job can involve operating and sitting in a vehicle for periods in varied weather conditions. Employee converses with others in person and by telephone. Vision demands include close, relatively detailed vision when using a computer screen.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

**Knowledge of:** RECLAIM Ohio rules and regulations, Ohio Revised Code, juvenile court procedure and process; criminal justice system; therapeutic interventions, standard English grammar, spelling and punctuation and ability to complete required case reports, make recommendations to supervisor and to the court, as needed, and apply and adapt procedures as cases demand. Complete knowledge of all computerized systems for data management, communication, and electronic monitoring, and policy development and documentation, training and staff development, and system security.

**Ability to:** demonstrate sensitivity to professional ethics, gender, cultural diversities, and disabilities. Ability to exercise patience, objectivity, maturity, initiative, adaptability, sound judgment, make informed decisions, apply common sense, carry out instructions and independently problem solve situations that arise and require immediate resolution. Ability to read, write, understand, and speak the Standard English language. Ability to constructively work and communicate verbally and in writing with coworkers, court staff, youth and their families, service providers and general public. Ability to develop and maintain positive and effective working relationships with coworkers, service providers,

youth and their families, and general public. Ability to relate and communicate effectively with youth and parents, model appropriate interpersonal skills, recognize when further direction and/or assistance is needed, recognize boundaries between job duties and authority. Maintain confidentiality of confidential and sensitive information, flexibility to work extended, evening, irregular, and/or weekend hours as needed.

**Skill in:** First aid, CPR, crisis intervention, verbal and written communication, observation, crisis mediation and de-escalation techniques. Operation of computer, application of departmental software programs and other general office equipment, knowledge of spreadsheets and databases. Proficient in Microsoft platform and required internet applications such as OYAS 2.0.

### QUALIFICATIONS

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. An example of an acceptable qualification is a bachelor's degree in criminal justice, social services or other closely related field from an accredited college or university.

Ability to document identity and employment eligibility within three (3) days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act requirements. Possession of a valid Ohio driver's license and a demonstrated safe driving record. Must be eligible to drive under the county commissioner's Driver/ Vehicle Risk Reduction Program.

### LICENSURE OR CERTIFICATION REQUIREMENTS

State Motor Vehicle Operators License and proof of insurance. Become trained and certified/ authorized to perform the Ohio Youth Assessment Systems tool (OYAS), Cognitive Behavioral Therapy sessions, Trauma Informed Care programming and any other evidence-based programming as recommended by the funding authority, by a reasonable deadline set by Administration.

**This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.**

### MANAGEMENT APPROVAL

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**Authorized Court Management Representative** **Date**

### EMPLOYEE UNDERSTANDING

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**Employee** **Date**