



CLASS SPECIFICATION

Class Code: 60018200
Date Established: 07/2016
Last Reviewed: 03/2025
Last Revised: 03/2025
Last Title Change:
FLSA: non-exempt
Probation: 12 months

JUVENILE SERVICES CASE MANAGER I

DEFINITION

Under close supervision, receives training to provide assessment and case management services to youth and families referred by law enforcement agencies, community agencies, or by self-referral; and performs other duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in behavioral sciences, criminal justice, human services, social work, or a closely related field; OR an equivalent combination of related education and experience.

Must be 21 years of age at time of application.

LICENSE OR CERTIFICATE

A valid Nevada Class C driver's license is required at the time of appointment and must be maintained for continued employment in this classification.

Must possess CPR/First Aid certification upon appointment at own expense and must maintain the certification for continued employment in this classification.

DISTINGUISHING CHARACTERISTICS

This is the entry level in the Juvenile Services Case Manager series and provides for progression to the journey level upon meeting the requirements of the class and recommendation of the appointing authority. Incumbents in this class work under closer supervision than the Juvenile Services Case Manager II while learning policies, procedures, specific techniques, and regulations related to Juvenile Services Case Management.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Receive training to identify the risks and needs of youth/families referred to Juvenile Services and provide intervention services; meet with youth and their families in response to law enforcement citation or request of service referrals and determine intervention strategies; provide referrals to community resources.

Conduct youth and family assessments to determine youth's risk to reoffend and potential needs.

Coordinate services for identified youth and families who require a targeted, multi-system intervention to address risks and needs.

Coordinate victim services to include orientation to juvenile justice and court practices; provide case management services such as referrals to community resources, restitution initiation, monitoring of legal actions and cooperation with partner agencies.

Schedule programming and provide supervision of participating youth; monitor and supervise youths participating in program.

Assist with developing and facilitating support groups which focus on strengthening self-esteem, cultural identity, cooperative and positive interaction, and educational retention.

Receive training and work with supervisor to develop a case plan to include programs, services and referrals in conjunction with youth and family.

May conduct field contacts at, and maintain working relationship with, schools, mental health providers, medical health providers, community programs and government agencies.

May participate in community organizations focused on system involved youth and juvenile justice issues.

Provide bilingual/translating services to department staff upon request if applicable.

May be assigned to other departmental functions to ensure consistent, safe operations.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Department and divisional policies, practices, and procedures.

Laws, rules, and regulations governing departmental programs.

Social service agencies and local community resources.

Basic principles of group dynamics and individual behavior.

Computer software and technology specific to the department/division.

Casework preparation, principles, objectives, and practices.

Socio-economic conditions, trends, and factors, which promote stable family life.

Crisis intervention strategies to include de-escalation, safety planning, and referrals for services.

Ability to:

Apply interviewing and investigative techniques.

Develop recreational schedules and educational activities.

Accurately observe, assess, and record juvenile behavior.

Interpret and apply applicable laws, regulations, and departmental policies.

Maintain accurate and thorough documentation of services provided on a timely basis.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:

Modern office procedures, practices, and methods.

Record keeping principles and practices.

Basic safety and security practices.

Techniques to effectively interact with a variety of people from various socioeconomic, ethnic, and cultural backgrounds.

Microsoft Office Suite applications and standard computer software.

Ability to:

Effectively communicate with individuals from diverse socio-economic backgrounds.

Effectively manage stressful situations and interact and work with hostile clients in a calm, professional manner.

Maintain accurate records.

Prepare clear and concise written reports.

Establish priorities and organize work.

Maintain confidential information in accordance with legal standards and/or County regulations.

Communicate clearly and effectively, both orally and in writing.

Establish and maintain effective working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS (*Essential duties require the following physical skills and work environment.*)

Ability to work in a professional office environment, as well as in the field.

Will work on-call rotation in evenings, on weekends, and holidays and may require flexible work schedules outside of traditional business hours.

Must submit to a TB test upon appointment at own expense.

Employment is contingent upon the successful completion of a background investigation.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.