



CLASS SPECIFICATION

Class Code: 60018201
Date Established: 07/2016
Last Reviewed: 02/2025
Last Revised: 02/2025
Last Title Change:
FLSA: non-exempt
Probation: 12 months

JUVENILE SERVICES CASE MANAGER II

DEFINITION

Under general supervision, provides 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

Two years of full-time experience working with system involved youth and families AND a bachelor's degree from an accredited college or university in behavioral science, 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 journey level in the Juvenile Services Case Manager series. It is distinguished from the Juvenile Services Case Manager I by its ability to perform the full range of assignments and to take on more complex cases with minimal guidance and supervision.

SUPERVISION EXERCISED

May provide lead direction.

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

Identify needs of youth/families referred to Juvenile Services and provide intervention services; meet with youths and their families in response to law enforcement citation or request for 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.

Develop and facilitate support groups which focus on strengthening self-esteem, cultural identity, cooperative and positive interaction, and educational retention.

Develop a case plan to include programs, services and referrals in conjunction with youth and family.

May provide training and coaching for Juvenile Services Case Manager I's.

Conduct field contacts at, and maintain working relationships 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.

Intervention strategies to help provide the most appropriate assistance to youth and parents.

Computer software and technology specific to the department/division.

Ability to:

Provide lead direction and training for staff.

Accurately observe, assess, and record juvenile behavior.

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

Perform crisis intervention with families and handle difficult situations and clients.

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

Knowledge of:

Casework preparation, principles, objectives, and practices.

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

Basic principles of group dynamics and individual behavior.

Basic safety and security practices.

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

Principles and techniques of interviewing and recording casework data.

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

Microsoft Office Suite applications and standard computer software.

Ability to:

Apply interviewing and investigative techniques.

Prepare court assessments, reports, and other related documents.

Review information, identify problems, and arrive at a logical conclusion.

Establish priorities and organize work.

Develop recreational schedules and educational activities.

Effectively communicate with individuals from diverse socio-economic backgrounds.

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

Prepare clear and concise written reports.

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

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.