



CLASS SPECIFICATION

Class Code: 60019504
Date Established: 07/2024
Last Reviewed:
Last Revised:
Last Title Change:
FLSA: exempt
Probation: 12 months

SUPERVISING DAS CASE MANAGER

DEFINITION

Under direction, supervises Department of Alternative Sentencing (DAS) Case Managers who perform a variety of complex casework duties related to the supervision of probationers, pretrial releasees, and residential confinement cases ordered to DAS; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in social work, criminal justice, or a closely related field AND two years full-time experience performing professional case management in a law enforcement, probation, parole, social work, criminal court, or related field; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

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

Must obtain certification on the NCIC/CJIS criminal information systems within six months of appointment. This certification must be maintained for continued employment in this classification.

SUPERVISION EXERCISED

Exercises direct supervision.

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

Supervise assigned staff, which includes staff selection; assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Participate in program and policy development; ensure compliance with standards, statutes, policies and procedures; participate in program evaluation and budget development; identify unmet program needs and develop programmatic recommendations.

Supervise and assist in administration of case management; monitor performance outcomes to ensure adherence to department objectives; conduct periodic reviews of DAS Case Manager's ongoing investigations and case management duties; plan and prioritize daily operations.

Identify training needs; develop and conduct trainings or workshops; make training recommendations to enhance skills in case management and case planning.

Coordinate and oversee the handling of DAS cases from inception to completion and final discharge by the court including monitoring and tracking compliance of court orders and violations of court and probation conditions; maintaining regular contact with defendants in person and by telephone; reviewing information for accuracy to determine the appropriate action for each case; and developing action plans for the care and treatment of defendants.

Serve as a resource regarding various court policies, procedures, objectives, and operational functions in the assigned area. Respond to inquiries in person and by telephone; resolve complaints or refer to appropriate source as necessary.

Conduct investigations with law enforcement personnel, mental health agencies, social services, employers, family members, and friends regarding defendants which includes collecting, compiling, verifying, and evaluating information.

Perform background criminal history checks, develop and maintain case files, attend court hearings, provide case information to judges and court staff.

Establish and maintain a network of community support for defendants; coordinate the outreach efforts and provide referrals as appropriate.

Compile information from various systems including law enforcement and court case management systems; update information and prepare legal documents to submit for court review; provide administrative, and clerical support; performs duties related to DAS functions and programs including document retention, electronic document imaging and indexing.

Perform the role of Terminal Agency Coordinator or Assistant Terminal Agency Coordinator for Agency NCCIS access.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

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

Knowledge of:

Department/division and County policies, practices, and procedures.

Countywide personnel policies such as sexual harassment, discrimination, ADA, and EEO.

Federal, state, and local laws, codes, and regulations pertaining to assigned programs and functions.

Case management information systems and software used in the assigned area.

Operations, services, rules, regulations and policies of the assigned program.

Criminal justice and law enforcement terminology, acronyms, and language.

Budget development and administration.

Ability to:

Select, supervise, and evaluate the performance of assigned staff.

Interpret, explain, apply, and ensure compliance with the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Evaluate operations, develop, recommend, and implement operational alternatives.

Provide direction on the most complex casework duties.

Facilitate collaborative meetings involving agency staff, family, and individuals from multiple disciplines towards case outcomes and objectives.

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

Knowledge of:

Principles and practices of effective supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation, and discipline.

Investigative and interviewing techniques, methods and procedures

Principles and practices of community supervision and case management.

Modern case work principles, procedures, and practices, including casework objectives and practices.

Ability to:

Analyze information, identify problems, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Evaluate work priorities and procedures and to determine effectiveness and efficiency; organize work to meet schedules and deadlines.

Read, interpret, and apply pertinent laws, regulations, and standards.

Effectively conduct investigative interviews and capture pertinent data or facts for the record or case file.

Work with difficult clients in emotionally charged situations and those who have an extensive criminal history to include violent crimes.

Interact effectively with a variety of individuals from diverse socio-economic, ethnic, and cultural backgrounds, in person and over the telephone, often where relations may be strained.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Write comprehensive evaluations, reports, and recommendations.

Communicate effectively, both orally and in writing.

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

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

Work is usually performed in a professional office environment; however, may also require frequent travel to private homes, court, hospital, and clinics. Crisis intervention may require the incumbent to encounter potentially hostile or combative situations. May be required to work a non-standard workweek. Ability to lift and move objects weighing up to 40 lbs. range. Ability to operate standard office equipment including, but not limited to, computers, telephones, calculators, copiers and fax machines.

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