



CLASS SPECIFICATION

Class Code: 60019925
Date Established: 10/2026
Last Reviewed:
Last Revised:
Last Title Change:
FLSA: non-exempt
Probation: 12 months

SHERIFF'S OFFICE CASE MANAGER

DEFINITION

Under general supervision, performs a variety of complex casework duties related to the supervision of probationers; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

One year of full-time casework experience in law enforcement, probation, parole, social work, criminal court or related experience AND bachelor's degree from an accredited college or university in social work, criminal justice, or a closely 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.

Possession of, or ability to obtain current certification on the NCIC/CJIS criminal information systems within six months of appointment, and once obtained, must be maintained for continued employment in this classification.

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.)*

Coordinate case management for assigned defendants including monitoring and tracking compliance of court orders, violations of court and probation conditions; maintain regular contact with defendants in person and by telephone.

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.

Coordinate oral and written translation services for individuals who do not speak English or who have difficulty understanding English.

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.

Confer with attorneys, law enforcement personnel, and social services agencies regarding cases; assists with coordination of placement of defendants into substance abuse, mental health, domestic violence, and related treatment programs as needed.

Interview defendants; receive and evaluate written requests concerning defendant options; process judge/court requests and referrals to any of the applicable Specialty Courts.

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

Provide administrative and clerical support; performs duties related to alternative sentencing functions and programs including document retention, electronic document imaging and indexing.

Compile information from various systems including law enforcement and court case management systems; update information and prepare legal documents to submit for court review.

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/division policies and procedures.

Pertinent 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.

Ability to:

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

Respond to requests and inquiries from the general public and court personnel regarding policies and procedures for the assigned area.

Handle the most difficult case assignments, handle crisis situations and make decisions in the absence of authority.

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

Recognize and identify possible substance abuse problems.

Testify in court proceedings.

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

Knowledge of:

Investigative and interviewing techniques, methods and procedures.

Principles and practices of community supervision and case management.

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

Ability to:

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

Interact effectively with clients in emotionally charged and stressful situations; maintain client rapport on an individual basis in person and over the phone.

Interact effectively with clients from a wide range of ethnic, cultural, and socio-economic backgrounds.

Work with clients that have an extensive criminal history to include violent crimes.

Gather, organize, and analyze a variety of data and information.

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

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

Demonstrate initiative and judgment within established procedural guidelines.

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

Remain calm, tactful, and act professionally and decisively while dealing with stressful situations and/or difficult clients.

Communicate effectively both orally and in writing, tailoring the message to the intended audience.

Establish, maintain, and foster positive 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 sit for extended periods. 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. Work is usually performed in an office environment; but 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.

Successful candidate must pass a background investigation which includes completing and submitting a Personal History statement and a set of fingerprints, as well as successfully completing a Computerized Voice Stress Analysis (CVSA) examination.

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