



City of Irving Job Description

Juvenile Case Manager

FLSA Status:	Non-Exempt	Job Department:	Municipal Court
Job Code:	29352	Reports To (Job Title):	Presiding Municipal Court Judge

PURPOSE

To provide support to the judges in the administration of the juvenile docket; screen and assess juveniles who have received charges for offenses under the penal, transportation, health and safety, education code and City ordinances, etc.; make sentencing recommendations to the judges; initiate referrals to services to address behavioral, substance use disorder, self-improvement, and safety challenge challenges; monitor compliance with court orders, and prepare statistical information for monitoring program effectiveness, funding and data entry. Also, this position informs and refers juveniles and their families to receive appropriate services and agencies as needed to promote compliance with the rule of law and to discourage criminal conduct.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Provide timely and relevant client assessments to assist judges in making sentencing recommendations for juvenile offenders and during all juvenile proceedings.
- Maintain a network of internal e.g., Irving Police Department, Irving Fire Department, Irving Library, and external services providers and inter-governmental and non-governmental stakeholders in support of the aims of the Juvenile Case Manager Program including, Irving Independent School District, Irving Youth Council, Dallas County Justices of the Peace, and Dallas County Juvenile Probation Department, and the North Texas Behavioral Health Authority.
- Vet and monitor performance of all service providers in partnership with the Juvenile Case Manager Program.
- Assess a juvenile's case and develop case plans with juvenile offenders and their families.
- Initiate juvenile referrals to service providers to address behavioral, substance, life skills, and safety challenges while engraining into the juvenile and their families respect for the rule of law.
- Maintain confidentiality regarding juvenile offender cases, and all items of a sensitive nature.
- Coordinate with local agencies and programs to provide counseling, human services, or other assistance to both juveniles and their families.
- Monitor progress through contact with both the family and the juvenile via home, and school visits.
- Provide updates on open juvenile case plans to judges and any external entities as allowed by law.
- Organize the scheduling of juvenile offenders assigned to community service to comply with court orders.
- Create, update, and maintain case files and database regarding juvenile offenders.
- Provide reports to judges on recidivism.
- Create specialized reports as requested by the judges.
- Execute court-ordered transfers of juvenile case jurisdiction to County juvenile courts.
- File Juvenile Failure to Appear in Court cases.
- Process Juvenile expunction applications.

- Process Texas Department of Public Safety DIC driver's license suspension recalls.
 - Provide community engagement to heighten awareness of juvenile initiatives administered by the Irving Municipal Court and to promote compliance with the rule of law through activities including, juvenile events, community speaking engagements, and in advisory capacities
 - Complete training as required on an annual basis to maintain competence and provide the quality assistance to juvenile offenders and their families.
 - Provide instruction to juveniles regarding self-improvement, traffic safety, substance use disorder, education, etc.
- Perform other duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Remain abreast of current and new programming and services that would provide benefit to those assigned to the juvenile docket.
- Create and present statistical information as requested by the judges or others.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Contributes to budget preparation, and monitors program funds allocated by the Presiding Municipal Judge for juvenile Case Management programs, and for juvenile diversionary initiatives.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's Degree with major coursework in Criminal Justice, Sociology, Psychology, or Social Work.

EXPERIENCE

- Two (2) years of experience in the court system.
- Experience specifically relating to juvenile court programs or social services work is *preferred*.
- Spanish speaking ability is also *preferred*.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid, appropriate, state-issued driver's license, or the ability to obtain upon hire, is required.
- Municipal Court clerk certification is *preferred*.

KNOWLEDGE OF

- Communications: Techniques and methods of communication, including alternative ways to inform and entertain via written, oral, and visual media.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Municipal Court: Principles and processes involved in the administration and operations of a Municipal Court.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

SKILLS AND ABILITIES IN

- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Motivational Interviewing: Helping people overcome feelings and insecurities to find internal motivation to change their behavior.
- Advanced Math: Performing mathematical calculations, including geometry, trigonometry, algebra, statistics, and calculus.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Information Gathering: Knowing how to find information and identifying essential information.
- Monitoring: Assessing how well one is doing when learning or doing something.
- Planning: Sensing the environment and setting goals and objectives.
- Maintaining Current Knowledge: Reading analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Service Orientation: Actively looking for ways to help people.
- Speaking: Talking to others to effectively convey information.
- Self-Management: Working independently and without supervision.
- Written Expression: Effectively Communicating information and ideas in writing so others will understand, *and* as indicated by the needs of the audience.

GUIDANCE RECEIVED

General Instructions and Established Precedent/Procedures

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

CONTACTS

Internally, this position has frequent contact with municipal judges, and clerks when assisting with the juvenile docket. Externally, the position has frequent contact with juvenile offenders and their families, as well as outside programs and resources to provide additional assistance to juveniles. Further, this position will have extensive contact with the general public.

EQUIPMENT AND PROPERTY

This position utilizes basic office equipment, including a computer, telephone system, fax machine, copier, printer, etc.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee undertakes occasional light physical effort, as typifies an office setting.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee is frequently exposed to stress. The noise level in the work environment usually is Low. The work environment is an office setting. Potential exposure to stressful situations in working with juvenile offenders and families.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.