

DJS CASE MANAGEMENT SPECIALIST I (2590)

I. NATURE OF WORK:

A DJS Case Management Specialist I is entry level work providing case management services to juveniles in a community or residential setting. Employees implement and coordinate the delivery of services and treatment plans for juveniles on informal supervision, probation supervision, after-care supervision, detained pending trial or disposition, or committed to the Department of Juvenile Services. Employees in this classification do not have supervisory responsibility.

Employees receive close supervision from a DJS Case Management Specialist Supervisor, DJS Case Management Program Supervisor or other designated administrator. Employees may be required to work evenings and weekends and may be subject to call-in duty. The work may require travel throughout the State to attend court proceedings, visit homes, schools, community based services and juvenile residential facilities.

The DJS Case Management Specialist I, II and III are differentiated on the basis of the degree of supervisory control exercised by the supervisor over these employees. The DJS Case Management Specialist I learns to perform duties under close supervision. The DJS Case Management Specialist II performs duties under close supervision at times and under general supervision at other times depending on the complexity of the specific duty being performed. The DJS Case Management Specialist III performs the full range of duties under general supervision.

II. EXAMPLES OF WORK: (Examples are illustrative only)

Learns to provide case management services to juveniles in a community or residential setting by implementing and coordinating the delivery of services and treatment plans for juveniles on informal supervision, probation supervision, after-care supervision, detained pending trial or disposition, or committed for placement in a secure or non-secure facility;

In the community setting, learns to screen complaints and allegations by law enforcement agencies and citizens, assess the juvenile's actions, needs and prior history and determine appropriate course of action, such as formal court proceedings, informal supervision, dismiss with warning or disapprove case for insufficient evidence;

In the residential setting, learns to review facility placement requests, obtain required educational and psychological records and documents, review case file, assess the juvenile's needs and prior history, and determine if the juvenile's acceptance to a specific juvenile facility residential treatment program is appropriate;

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In the community setting, learns to conduct pre-disposition investigations, conduct classification and placement assessments, prepare reports for the court and recommend whether adjudicated juveniles should be placed on probation, in a day program, or committed to a residential facility;

In the residential setting, learns to review case files including pre-disposition investigations and social history, prepare screening and placement reports and records, assess juvenile needs and develop appropriate action plans for treatment, behavior modification or services while in the facility;

Learns to develop, modify or review Treatment Service Plans that identify the juvenile's needs, treatment objectives and services, behavior modification goals and release or after-care planning;

Learns to apply various screening and assessment tools to determine the appropriate course of action and document juvenile case activities in an automated database system;

Learns to conduct orientation interviews with juveniles to explain terms and conditions of supervision, probation, commitment or detention, explain behavioral modification goals, processes and procedures and implement treatment services;

Learns to consult with parents, legal guardians, attorneys, court administrators, judges and masters, police, public and private agency personnel to obtain or clarify information, explain procedures and expectations and coordinate treatment services;

Learns to conduct group and individual behavioral modification counseling sessions for juveniles, such as, anger management and victim awareness, and provide advice and assistance to juveniles concerning possible employment, living conditions, recreation, finances and other areas of interest or concern;

Learns to monitor juveniles' activities and compliance with terms and conditions of informal supervision, probation, after-care supervision or residential placement and evaluates juveniles' progress and prepares reports;

Attends in-service training courses to keep abreast of current juvenile treatment and behavior modification theories, principles, techniques and practices and maintain certification;

May learn to act as a liaison to community organizations to develop and coordinate after-care plans and services for juveniles;

May learn to investigate and resolve grievance complaints filed by juveniles in residential facilities;

May prepare and present testimony for court proceedings in the adjudication and disposition of juvenile cases;

Performs other related duties.

III. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Ability to learn case management techniques, methods and procedures applicable to juvenile services system;

Ability to learn the laws, regulations, policies and procedures applicable to the juvenile services system;

Ability to learn the processes and procedures of the juvenile court system;

Ability to learn of the principles, methods, techniques and practices associated with behavioral modification and treatment of juvenile anti-social patterns of behavior;

Ability to learn of the public and private resources addressing juvenile service needs in the areas of residential and non-residential treatment, behavior modification, education, employment, health, detention, and law enforcement;

Ability to learn how to interview juveniles and family members to obtain and clarify information and explain procedures and expectations;

Ability to learn how to apply various screening and assessment tools to identify juvenile needs, behavior modification goals, appropriate treatment services or after-care planning;

Ability to learn how to evaluate juveniles' treatment progress and compliance with terms and conditions of informal supervision, probation, after-care supervision or residential placement;

Ability to learn how to conduct group and individual behavioral modification counseling sessions for juveniles;

Ability to prepare accurate, comprehensive and complete legal documents, correspondence, reports and narratives;

Ability to use computer systems to maintain case records, identify problems, produce reports and access informational resources;

Ability to observe and interpret behaviors of juveniles with patterns or histories of unacceptable social behavior;

Ability to identify and manage manipulative behavior demonstrated by juveniles;

Ability to maintain confidentiality of juvenile case material and related information;

Ability to testify in court proceedings;

Ability to communicate effectively with staff from juvenile services facilities, parents and families, court personnel, attorneys, law enforcement personnel, representatives from public and private organizations and the general public.

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IV. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

Education: Possession of a Bachelor's degree from an accredited four year college or university.

Experience: None.

Note: An Associate of Arts degree in the social or behavioral sciences or criminal justice from an accredited college or university and two years of experience providing direct services to children in a community or residential setting may be substituted for the required Bachelor's degree.

V. LICENSES, REGISTRATIONS AND CERTIFICATES:

1. Candidates appointed to positions in this classification must obtain certification by the Maryland Correctional Training Commission.
2. Candidates appointed to positions in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator's license valid in the State of Maryland.

VI. SPECIAL REQUIREMENTS OF THE CLASSIFICATION:

1. In accordance with the Correctional Services Article of the Maryland Annotated Code, Section 8-209, the Maryland Correctional Training Commission shall establish the minimum qualifications for probationary or permanent appointment of a Department of Juvenile Services employee. These requirements are listed in detail in the Code of Maryland Regulations 12.10.01.04, general regulations of the Maryland Correctional Training Commission, and include:

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U.S. Citizenship or Resident Alien status

Must be at least 18 years of age

A thorough background check, including fingerprinting and drug testing

An oral interview, and

Physical and psychological examinations.

2. Employees in this classification are subject to substance abuse testing in accordance with Code of Maryland Regulations 17.04.09, Testing for Illegal Use of Drugs.

DATE ADOPTED: July 1, 2004

Class specifications are broad descriptions covering groups of positions used by various State departments and agencies. Position descriptions maintained by the using department or agency specifically address the essential job functions of each position.

APPROVED: _____
Director, Division of Salary Administration
and Position Classification