

## DJS CASE MANAGEMENT SPECIALIST SUPERVISOR (2593)

### I. NATURE OF WORK:

A DJS Case Management Specialist Supervisor is supervisory level work providing case management services to juveniles in a community or residential setting. Employees oversee the implementation and coordination 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 supervise DJS Case Management Specialists.

Employees receive general supervision from a DJS Assistant Area Director 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 Supervisor is differentiated from the DJS Case Management Specialist III in that the DJS Case Management Specialist Supervisor has full supervisory responsibility for DJS Case Management Specialists. The DJS Case Management Specialist Supervisor is differentiated from the DJS Case Management Program Supervisor in that the DJS Case Management Specialist Supervisor supervises lower-level DJS Case Management Specialists while the DJS Case Management Program Supervisor has supervisory responsibility plus program responsibility for county or jurisdictional services and serves as a department representative on the Local Coordinating Council and the Local Management Board.

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

Supervises DJS Case Management Specialists;

Trains and provides direction to subordinate staff on case management practices and methods used in the implementation and coordination 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;

Trains and provides direction to subordinate staff on the appropriate interpretation and application of juvenile services laws, regulations, policies and procedures;

Monitors staff activities to prioritize workload, identify case progress and provide direction and guidance on treatment needs and goals, case complexities and disposition;

Monitors and evaluates case records in the automated database system to ensure the accurate, timely and complete documentation of case activities and files;

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Reviews and approves staff correspondence, reports and recommendations for the appropriate course of action and viable alternatives in the management of juvenile cases;

Meets with representatives from the State's Attorney's and Public Defender's Offices, circuit and district court administrators, judges and masters, legal representatives, police, public and private agency personnel, parents and families to obtain or clarify information, explain procedures and expectations, coordinate treatment services, address questions concerning case reports, discuss staff recommendations and court presentations, resolve concerns and complaints and negotiate alternative placements;

Conducts and attends in-service training on current juvenile treatment and behavior modification theories, principles, techniques and practices and maintain certification;

Prepares narrative and statistical reports on juvenile case management activities;

May carry a caseload and implement and coordinate the delivery of services and treatment plans for juveniles;

May conduct group and individual behavioral modification counseling sessions for juveniles and provide advice and assistance to juveniles concerning employment, living conditions, recreation, finances and other areas of interest or concern;

May represent the department at public meetings and on committees, local boards and task forces to discuss juvenile services, issues, resources, programs and procedures;

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

May schedule, assign and review intake or grievance complaint functions to subordinate staff;

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:

Knowledge of case management techniques, methods and procedures applicable to the juvenile services system;

Knowledge of the laws, regulations, policies and procedures applicable to the juvenile services system;

Knowledge of the processes and procedures of the juvenile court system;

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

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Knowledge 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;

Skill in interviewing juveniles and family members to obtain and clarify information and explain procedures and expectations;

Skill in applying various screening and assessment tools to identify juvenile needs, behavior modification goals, appropriate treatment services or after-care planning;

Skill in evaluating juveniles' treatment progress and compliance with terms and conditions of informal supervision, probation, after-care supervision or residential placement;

Ability to supervise and train lower-level DJS Case Management Specialists;

Ability 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 monitor and evaluate case activities to ensure the proper and timely management and disposition of cases;

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 juveniles, parents, legal guardians, court administrators, judges and masters, attorneys, law enforcement personnel and representatives from public and private organizations.

#### IV. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

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

Experience: Three years of experience providing case management services to emotionally or socially maladjusted, delinquent, victimized, or exceptional juveniles in a community or residential setting.

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- Notes:
1. 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.
  2. A Master's degree in the social or behavioral sciences or criminal justice from an accredited college or university may be substituted for one year of the required experience.

### V. LICENSES, REGISTRATIONS AND CERTIFICATES:

1. Candidates appointed to positions in this classification must be fully certified by the Maryland Correctional Training Commission prior to appointment and are required to maintain certification while employed.
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:
  - 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.

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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