

# CITY OF BEAVERTON

## Case Manager

### General Summary

Monitor offenders sentenced for Driving Under the Influence of Intoxicants (DUII) for compliance with court ordered conditions and to report on offender progress to the Beaverton Municipal Court.

### Essential Functions

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Assess offender compliance with and understanding of probation conditions by meeting with offenders and reviewing documentation and reports. Determine most appropriate course of action for offenders who are in violation of probation.
2. Provide guidance and direction to offenders on employment searches and community resources.
3. Research criminal histories of program participants in order to assess offenders' levels of risk, to monitor for compliance with program guidelines, and to check for outstanding warrants; update program participants' criminal histories in case files using LEDS and other tools.
4. Track, record, and document participant progress with program directives. Create various reports on program status and statistics for judges and court management staff.
5. Participate in department program operational processes including procedure development and implementation.
6. Provide excellent internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.
7. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
8. Produce an acceptable quantity and quality of work that is completed within established timelines.
9. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to the safety of self, co-workers and the general public.
10. Follow standards as outlined in the Employee Handbook.
11. Participate in the City's Emergency Management program including classes, training sessions and emergency events.

12. Support and respect diversity in the workplace.

### **Other Functions**

1. Perform related duties of a similar scope and nature.
2. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary, including meeting with personnel from other agencies as necessary.

### **Knowledge Required for Entry**

- ◆ Working knowledge of the laws and regulations governing misdemeanor criminal justice procedure.
- ◆ Working knowledge of practices and principles of adult offender monitoring.
- ◆ Working knowledge of practices and principles of client counseling.
- ◆ Working knowledge of substance abuse treatment issues and processes.
- ◆ Working Knowledge of evidence based sentencing and treatment terms.
- ◆ Basic knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Advanced knowledge of basic arithmetic and mathematics principles.
- ◆ Advanced knowledge of English grammar, spelling and usage.

### **Skills/Abilities Required for Entry**

- ◆ Strong ability to effectively manage multiple cases concurrently.
- ◆ Advanced ability to communicate clear directives with hostile and/or manipulative individuals.
- ◆ Advanced ability to work effectively with people from all socioeconomic and cultural backgrounds.
- ◆ Strong ability in data organization and analysis.
- ◆ Strong ability to effectively and accurately document case activity.
- ◆ Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to use a keyboard and word processing, spreadsheet, database, and other programs or application software as required for position.
- ◆ Strong ability to use general office equipment.

### **Minimum Qualifications Required for Entry**

A Bachelor's degree in criminal justice, social work, social services, social sciences, counseling, or a related field, and one year experience in substance abuse counseling, social counseling, community corrections, or a related field; or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

### **Licensing/Special Requirements**

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.
- ◆ Law Enforcement Data Systems (LEDS) certification within 60 days of hire.

### **Working Conditions**

Daily dealing with difficult, hostile or distraught individuals; frequent dealing with individuals who may be under the influence of intoxicants; regular focus on a computer screen; daily precise control of fingers and hand movements; occasional attendance at meetings or activities outside of normal working hours; occasional operation of a motor vehicle on public roads.

### **Classification History**

Created: September 13, 2011

Status: SEIU

FLSA: Non-exempt

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Department Head Signature

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Human Resources Signature

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Date

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Date