



Job Description

TITLE: Juvenile Case Specialist	JOB CODE: 3892
DEPARTMENT: Juvenile Services	FLSA: Non-Exempt
PREPARED: June 25, 2013	FLSA CLASS: Corrections
UPDATED: June 28, 2022	WORK LOCATION: Farmington, NM
	REMOTE WORK ELIGIBLE: YES

Summary: Under general supervision, provide case management services and support communications between the juvenile court system, probation offices, District Attorney's Offices, Public Defender's Offices; CYFD Protective Services, Farmington Municipal Schools, community counseling services, and treatment programs, ensuring juvenile clients meet all scheduled meetings and receive services as needed. Coordinate and monitor multiple systems of response and services in an appropriate and coordinated fashion.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Function as a liaison with the juvenile court system, probation offices, and other outside agencies to support the juvenile clients, ensuring they meet all scheduled meetings, hearings and other important events related to their specific cases.
- Arrange and schedule meeting times, including web meetings and phone calls for juveniles to maintain communication with outside agencies as needed.
- Work with multiple contracted NM counties, to establish and ensure appropriate communications are in place.
- Work with Farmington Municipal School staff to schedule and arrange IEP's, testing, enrollment, and other educational related requirements.
- Prepare and deliver information to Juvenile Services management via discussion or written communication.
- Maintain successful professional relationships with the juvenile court system, probation offices, and other case related agencies.
- Attend meetings and be available to deliver services during traditional and non-traditional hours (*when needed*).
- Advocate for and identify juvenile needs as related to their case.
- Facilitate scheduling web-based visitation for juveniles and their families.
- Complete all necessary weekly reports in a timely manner for tracking purposes, as requested.
- Attend Children's Court, as needed.
- Provide coverage as Juvenile Detention Officer to observe conduct and behavior to prevent disturbances and escapes and to maintain health and cleanliness; provide for needs of juveniles during detention; perform all other duties in a manner consistent with all policies and procedures within a correctional environment.
- Transport juveniles to judicial proceedings, medical, or other authorized appointments.
- Be willing to learn and share information. Demonstrate good interpersonal communication skills.
- Perform other duties as directed by the Juvenile Services Director.

Required Knowledge and Skills:

- Knowledge of the principles and practices related to juvenile and social services programs.
- Knowledge of laws and regulations related to juvenile and social programs.
- Knowledge of safety and security policies and procedures.
- Knowledge of County policies and procedures.
- Knowledge of social work principles and practices.

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Juvenile Case Specialist

- Knowledge of customer service principles, practices, and techniques.
- Knowledge of computers and applications. Skill in using and setting up web-based meeting platforms.
- Skill in communicating effectively, both orally and in writing, and in maintaining confidentiality.
- Skill in planning, organizing, and prioritizing work to meet established deadlines.
- Skill in establishing and maintaining effective working relationships with County staff, clients, agencies, and the general public.
- Skill in working independently or as a team member.
- Skill in comprehending, interpreting, and completing delegated tasks efficiently.
- Skill in responding to questions from groups, clients, and the general public.
- Skill in researching, compiling, and preparing reports and related information with a professional appearance.
- Ability to continue with self/professional development through education and training to stay current with best practices in delivering quality services to support juvenile clients.

Education and Experience

- Associates Degree in Criminal Justice or Social Services related field and two (2) years of work experience in the juvenile justice system, or equivalent combination of education and work experience sufficient to perform the duties of the position.
- Must pass a CYFD criminal records check.
- Must maintain a full certification with CPR, First Aide, and verbal de-escalation.
- Must be a certified Juvenile Detention Officer.
- Background in juvenile corrections is preferred.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports. The noise level in the work environment is usually moderate.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.
- Requires working in a detention/treatment environment; frequently exposed to outside weather conditions.
- May be subject to weekend and evening work hours.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.
- Some work duties may be performed "remotely" outside of County facilities. For remote access you must complete and maintain a current remote work agreement.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____