GENERAL SUMMARY
This is highly responsible case management, crisis management, and service referral work for various courts within Pierce County. An incumbent in this classification works with clients and/or their attorneys to provide release planning, case management, crisis management, advocacy, and referral of services to clients. An employee may work with clients, attorneys, program coordinators, community partners and providers in a variety of dependency or criminal proceedings.

SERIES CONCEPT
None

ESSENTIAL DUTIES & PRIMARY RESPONSIBILITIES

Essential functions are the basic job duties that an employee must be able to perform, with or without reasonable accommodation. This list of essential functions is intended to be representative of the duties performed within this classification. The omission of a function does not preclude management from assigning essential duties not listed if such duties relate to the position.

- Maintain confidentiality and professional ethical standards required by state and federal statutes.
- Develop, plan, coordinate and implement new program activities and strategies.
- Provide case management for program participants; schedule and facilitate meetings and group sessions, attend committee meetings, service staffing’s, and court hearings.
- Conduct client observation, assessments, and studies. May be involved in probation outreach efforts and provide guidance and support as needed.
- Coordinate services between providers, state, county and community resource partners and the court.
- Develop and deliver education materials to highlight county services.
- Enroll client in approved service(s) and assure funding has been approved.
- Prepare release and service plans for the client as directed to assist attorney in securing favorable client outcomes.
- Provide supportive counseling, crisis intervention and assistance in following through with provided services.
- Prepare and maintain accurate documentation with providers and the attorney to help support client’s case.
- Prepare and submit reports. Provide service referrals; assist clients in accessing the services; provide follow-up with participants and/or referral agencies to ensure progress toward established goals.
- Maintain an extensive referral network of professionals to access services as client needs become known.
- Provide research for the attorney on specific topics.
• Provide testimony at court hearings and/or provide support to the client during such proceedings.
• Maintain regular, predictable, and punctual attendance during regularly scheduled work hours at assigned worksite.
• Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience
Bachelor’s degree in law, social services, human services, behavioral science, criminal justice, or an allied field is required. Two years of social service experience in the criminal justice system preferred. Additional education and related experience may substitute for the recruiting requirements.

OTHER JOB REQUIREMENTS
Successful completion of a Pierce County background investigation is required prior to employment.

PREFERRED QUALIFICATIONS
Master of Social Work; experience teaching, training, and working with individuals and organizations.

SUPERVISION
Incumbent works independently with minimal general supervision. This position does not supervise others but may train or lead program volunteers or temporary employees.

COMPETENCIES

Knowledge of:
• Principles and practices of mental health intervention services; and applicable federal state and local laws, rules, regulations and policies and procedures.
• Government and non-government organization structures and operations
• Community resources in the social service field.
• Effective counseling, problem-solving, communication and listening techniques.
• Specific program rules and regulations, procedures, and guidelines.

Skill in:
• Working with a variety of individuals from diverse backgrounds
• Organizing and facilitating groups to gain consensus from, inspire and support internal and external partners.
• Identifying a path forward to obtain the vision for goals and initiatives.
• Applying critical thinking and data analysis.
• The use of interpersonal and verbal skills to defuse emotional situations, calm upset individuals, allay fears and lessen confusion.
• MS Office 360.
• Data collection and use of data reporting software.

Ability to:
• Identify needs, record data and complete and maintain necessary documentation, and do follow-up work in timely manner.
• Operate a personal computer.
• Work in partnership with a variety of state, federal and county community participants.
• Facilitate and conduct oral presentations.
• Handle stressful situations.
• Maintain harmonious working relations with co-workers, clientele, service providers, funding agencies and the public.
• Establish and maintain effective work relationships with elected officials, department heads, associates, and with the public.
• Understand and follow written and verbal instructions.
• Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational, and economic backgrounds.
• Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner.
• Work a flexible schedule, which may include evenings, weekends, holidays, and overtime.
• Meet the travel requirements of the position.
• Physically perform the essential job functions of the classification.

WORKING ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

<table>
<thead>
<tr>
<th>Exposures</th>
<th>Frequency Working in Designated Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals who are hostile or irate</td>
<td>Frequent</td>
</tr>
<tr>
<td>Extreme cold (below 32 degrees)</td>
<td>Seldom or Never</td>
</tr>
<tr>
<td>Extreme heat (above 100 degrees)</td>
<td>Seldom or Never</td>
</tr>
<tr>
<td>Communicable diseases</td>
<td>Seldom or Never</td>
</tr>
<tr>
<td>Moving mechanical parts</td>
<td>Seldom or Never</td>
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<tr>
<td>Fumes or airborne/blood borne</td>
<td>Seldom or Never</td>
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<tr>
<td>Toxic or caustic chemicals or substances</td>
<td>Seldom or Never</td>
</tr>
<tr>
<td>Loud noises (85+ decibels such as heavy trucks, construction)</td>
<td>Seldom or Never</td>
</tr>
</tbody>
</table>

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing, and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. Lifting requirements vary depending on job assignment. Incumbents will be required to climb stairs and/or ramps when accessing client’s homes. Travel to various work sites throughout the region is required; public transportation may not be available to all locations required. The above requirements are subject to reasonable accommodations for limitations recognized by the American Disabilities Act.