

JOB DESCRIPTION

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| TITLE: | CASE MANAGER AIDE DIVERSION SERVICES |
| JOB SUMMARY: | Assist the Diversion Coordinator with individual appointments, keeping statistics, monitoring case files, and monitoring community service placements. |
| JOB DUTIES: | Meet with diverted juveniles and their guardians to explain the Diversion Program. Discuss options and, if appropriate, determine the terms of the Diversion Agreement. Keep in regular contact with youth by phone and mail regarding assigned requirements of their Diversion Agreements. Fill out necessary forms and informational data pertinent to individual cases. Document and date all telephone calls and contacts which involve clients. Communicate concerns or problem areas to the Diversion Casemanager. Cultivate existing, and develop new, community service sites. Monitor community service placements, seminars, counseling, school attendance, curfew and area restrictions. Contact community service sites by telephone and, in some cases, in person and follow up in writing with the site supervisors for the purpose of thanking them for their participation, addressing common problems and improving the working relationship between the Court and the community service placement. Position requires a great deal of contact with the public. |
| TRAINING, EDUCATION EXPERIENCE: | Knowledge of interviewing techniques and experience working with young offenders desirable. Familiarity with legal terminology and juvenile law helpful. Must possess competent communication and writing skills. Experience dealing with the public helpful. Good public relations and organizational skills. Attendance at a half-day Cultural Diversity Training required. |
| PERSONAL TRAITS: | Care and concern for youth. Mature, responsible person, able to handle stressful situations. Able to maintain confidentiality and present a professional appearance. Ability to work independently. Good communication and writing skills. Ability to maintain clear and organized information. |
| REQUIREMENTS: | Must be at least 19 years old and/or have Community Accountability Board experience. Must have a good driving record. Must submit to a background check. |
| JOB RELATIONSHIPS: | Supervised by a Diversion Coordinator. Responsible to the Volunteer Services Manager. |
| TIME COMMITMENT: | Minimum of 15 hours per week, for six months, arranged between 8:00 a.m. and 5:00 p.m. weekdays. |