

Juvenile Program Case Manager/Victim Advocate

Job details

Pay 18.36 hr

Job Type

Full-time

Full Job Description

JOB SUMMARY

Under the direct supervision of the Juvenile Services Program manager, the case manager/victim advocate provides comprehensive case management, victim advocacy, class facilitation, crisis support, and case consultation for the cases that are referred to Breaking the Chains from the Fresno county department of social services.

This position is an exempt position under the Fair Labor Standards Act. Incumbents in this position serve at the pleasure of their respective Appointing Authority. The employment relationship is "at-will" and employment may be terminated at any time, for any reason, with or without cause.

Example of Duties

Work in this classification requires an individual to be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary classification functions herein described. Since every duty associated with this classification may not be described herein, employees may be required to perform duties not specifically spelled out in this classification description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this description.

ESSENTIAL DUTIES:

- Provides a continuum of functions, including, assertive outreach, and building therapeutic relationships, client and systems advocacy.
- Participate in the collection of data, assessment of needs and evaluation of existing juvenile and other community-based supportive services, make recommendations on the provision of services or contracts for services, and maintain records as needed to evaluate the BTC juvenile programs effectiveness.
- Provide consultation regarding available services, make referrals, and coordinate access to other services for clients.
- Present oral and written reports, maintain case documentation, write routine correspondence, and may attend case conference meetings.
- Coordinates involvement of community resources by working toward the best interest of the client as a member of the community support team.
- Assists clients in accessing and obtaining other community resources where needed and advocates with and for clients to access all available resources. Where resources do not exist or are inadequate, advocates within the system to develop or improve essential services and resources for individuals Impacted by human trafficking.
- Manage risks, crises, and emergencies and utilize reasonable procedures in cases involving clients who present with potential domestic violence, self-harm, suicide, abuse, or violent intent.
- Facilitate meetings, classes, conferences, trainings, workshops and participate in the accomplishment of organizational, departmental, and workgroup goals and objectives.

- Maintain absolute confidentiality of work-related issues, customer records, and restricted BTC information.
- Completes all necessary assessments and treatment plans, including comprehensive functional assessments of the mental health care and community support needs of the individual and family.
- Develops goal focused Community Support and Rehabilitation Plan based on functional assessment of client and other supports as appropriate and requested by client, including family members and/or other natural supports, service providers.
- Completes all required recorded client contact appropriately, including weekly, monthly, annually or as directed.
- Assesses needs and values of family for family involvement in order to support, link, educate and advocate for families as needed.
- Facilitates skill training, educational, support groups and group counseling for clients with team as appropriate.
- Maintain continuous contact with client support circle, resources and service professionals (with a signed authorization to release information) in planning and service delivery. This might include but are not limited to social workers, psychiatrists, BTC officials, police, teachers (if applicable) and other human service professionals.
- Accepting challenges, exercising good judgment and taking appropriate risks on a regular basis
- Developing effective team goals and monitoring progress toward goals; taking the necessary action to ensure reaching those accomplishments
- Providing a level of guidance and management appropriate to the circumstances
- Seeking out best practices, sharing information and leading others to continually improve
- Ability to plan, organize and implement projects that are in sync and deliver the department's strategy and business objectives
- Aligning performance action plans to the current business strategies
- Perform other related duties as required.

MINIMUM REQUIREMENTS TO PERFORM WORK:

- Bachelor's degree in Psychology, accredited college or university in one of the following areas: psychology, sociology, criminal justice, social work, education, business or equivalent.
- Two (2) years of professional work experience with health system, child welfare system, juvenile probation, BTC/criminal justice system or with a social services agency.
- Valid California State Driver's License.
- An equivalent combination of relevant education and/or experience may substitute for the minimum requirements.

PHYSICAL DEMANDS:

The work is sedentary and requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. The work also requires the ability to finger, grasp handle, perform repetitive motion, hear, speak, stand, walk, and demonstrate mental and visual acuity.

WORK ENVIRONMENT:

Work is performed in a dynamic environment that requires the ability to be sensitive to change and responsive to changing goals, priorities, and needs.