

CASE MANAGER

SUMMARY: Under general direction, manages an assigned caseload of at-risk youth attending the Youth Empowerment Center; provides pre-post assessment, counseling and resource referrals, case planning, and conducts home and school visits and develops participants' Individual Life Plan (ILP). Work is performed under administrative direction of the Youth Empowerment Center Campus Manager with latitude for exercising initiative and independent judgment; may perform other duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: (Which are **not** in any hierarchical order)

1. Coordinates the development and implementation of health needs workshops, assessments, and case planning for assigned youth; confers with YEC Campus Manager, parents, youths, teachers, law enforcement/juvenile justice personnel, health care and behavior health providers, counselors, and judicial system staff regarding case management activities; responds to questions, concerns, needs and/or problems of youths and their families.
2. Takes the lead in monitoring progress of assigned youths on a daily basis by conducting field observations, reviewing school work, and evaluating case reports; conducts home and school visits; meets with parents, health care and social service providers, caregivers, school counselors and others.
3. Documents case activity (primary) and service information in case notes and reports; assists in maintaining personal files and records for assigned youth; attends monthly and bi-monthly conferences with YEC team and YEC Campus Manager to discuss status of assigned cases; assists in preparing legal support documents for case transfers and court proceedings to assist West Palm Beach Police staff assigned to the participant's case.
4. Assists in targeted recruitment activities; participates in reviewing and assessing youth entering the YEC.
5. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of local government functions, policies, and procedures
- Ability to review, classify, categorize, prioritize, and/or analyze data.
- Ability to inform and guide others by applying principles of professional counseling in addressing specific situations.
- Ability to deal tactfully with City officials and the general public.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.
- Ability to prepare and conduct effective training programs.
- Ability to express ideas effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Must possess physical characteristics to perform essential duties of the job including sit at a desk for long periods of time in front of a computer terminal; intermittently twist and/or bend to reach equipment or supplies; perform simple grasping and fine manipulation; use telephone and computer keyboard on daily basis; use color visual acuity. The City of West Palm Beach promotes and maintains a drug/alcohol free work environment through the use of mandatory pre-employment and random drug testing for certain employees.

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MINIMUM QUALIFICATIONS: Bachelor's degree in Psychology, Sociology, Criminal Justice, Community Services or closely related field; supplemented by three(3) years previous experience and/or training involving social work and case management; or any equivalent combination of training and experience which provides the requisite knowledge, skills, and abilities for perform this job. Must complete forty (40) hours of in service training annually. Must successfully complete a Level II background investigation and Mandatory pre-employment physical and drug screening tests required.

A valid Florida Class B driver's license, required. A valid driver's license from any state (equivalent to a State of Florida Class B) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment.