



METROPOLITAN PUBLIC DEFENDER SERVICES, INC.

JOB DESCRIPTION

SECTION ONE – POSITION INFORMATION

Classification Title:	Case Manager
Department:	Multnomah, Washington, Parent/Child Advocacy or Community Law
Supervised by:	County Director
FLSA:	Exempt
Union Representation:	AFSCME Public Defenders Local 3668
Grade:	5
Salary:	\$37,087 - \$50,807

SECTION TWO – SUPERVISION RECEIVED AND EXERCISED

The Case Manager will receive general supervision from assigned management staff.

SECTION THREE – POSITION SUMMARY

The Case Manager works closely with the defense team (attorney, social worker, legal assistant and investigator) to develop and implement success plans for our clients.

SECTION FOUR – ESSENTIAL FUNCTIONS

The essential duties of this position include, but are not limited to, the following elements which require a Case Manager to provide:

- Engages with clients after the Social Worker completes an assessment and an initial client success plan.
- Assists Social Worker with implementation, monitoring, and evaluation of success plan.
- Provides information and referral to clients.
- Check-in regularly with client about goals in success plan.
- Meets with clients at the gate when releasing from jail.
- Develops strong connections and coordinate client services with social and health service providers.
- Advocates for clients with social and health services and help clients navigate systems.
- Assists clients with transportation to and from appointments.
- Attends appointments and meetings with clients as needed.
- Documents client progress in client database.
- Coordinates services with probation officers, legal assistants, and attorneys.

- Assists clients with crisis management, problem solving, and conflict management.
- Provides mentoring and supportive counseling to clients.
- Enters data in management information system and completes all other documentation practices as needed.
- Develops and maintains procedural manuals and resource maps.

SECTION FIVE – NONESSENTIAL FUNCTIONS

- Maintain availability to other staff members for consultation and education; participate in training programs; maintain current knowledge of appropriate support functions.
- Participate actively in the performance appraisal process, staff meetings, office committees, projects and training, as required.
- Maintain accurate, complete and legible case files.
- Other duties, as assigned.

SECTION SIX – EQUIPMENT OPERATED

Computer, telephone, fax, postage meter, and networked copiers, printers, and scanners.

SECTION SEVEN – JOB SPECIFICATIONS

REQUIRED EXPERIENCE:

- A minimum of two (2) years of experience with case management.
- Familiarity with substance use disorders and the recovery process.
- Familiarity with the criminal justice system.
- Strong knowledge of and experience working with recovery and social service resources and programs in the Portland area.
- Ability to develop trust and rapport with diverse group of clients, staff, and community partners while maintaining professional boundaries.
- Ability to work independently and as part of a team.
- Ability to gain access to jail facilities.
- Reliable vehicle and driver's license.
- If in recovery, a minimum of five (5) years continuous and documented abstinence from substances with a strong recovery program and system of natural supports.
- Demonstrated ability to provide culturally responsive services to diverse client population.

PREFERRED QUALIFICATIONS

- ACCBO certified CRM (Certified Recovery Mentor) or the ability to obtain a CRM within six months of hire.
- Lived experience with the criminal justice system.
- Training and experience with Trauma Informed Care.

KNOWLEDGE

- English usage, spelling, grammar and punctuation.
- Proper telephone etiquette.
- Basic usage of modern office equipment and Microsoft Office software.
- Basic mathematical principles.
- Principles and practices of working safely.

SKILLS

- Skill in operating a computer to search, update, correct, and retrieve information.
- Skill in communicating orally and in writing with a variety of people, gathering and exchanging information.
- Skill in typing (proficient at 35 words per minute with 100% accuracy)
- Skill in operating typical office equipment such as office phones, cell phones, computer, fax, calculator, printer, copier, scanner, digital video and digital cameras.

ABILITIES

- Ability to deal effectively with people of widely divergent backgrounds, within and outside the office, and to relate empathetically to clients and their special needs.
- Ability to exercise common sense and good judgment.
- Ability to use current office software to log note in client files.
- Ability to use current office software to meaningfully manage case documents.
- Ability to maintain an accurate and current calendar using current office software.
- Ability to learn quickly and function efficiently under stressful and distracting conditions; ability to multi-task.
- Ability to deal confidentially with highly sensitive information.
- Ability to accept direction and follow office policies and procedures.
- Ability to comprehend and efficiently address complex legal issues.
- Ability to observe, remember, recall and communicate detail accurately and completely.
- Ability to deal competently and appropriately with the unexpected.
- Ability to effectively communicate verbally in English including ability to communicate effectively with judges and juries.
- Ability to work independently as well as cooperatively in a legal services team.
- Ability to utilize services of interpreters as necessary, to communicate with clients, witnesses and other persons related to cases.
- Ability to balance the responsibility of leading a team while participating as a team member.
- Ability to bring personal background and experiences to the office which will enable MPD to better represent clients and which will enable the employee to better participate within the office culture.
- Ability to deal constructively with stress; ability to recognize signs of stress in co-workers and take appropriate action.
- Ability to maintain any hand-written log notes in a legible fashion and to prepare documents for transcription.
- Ability to access clients and witnesses in correctional facilities (may preclude employees and applicants arrested and jailed in preceding two years.)
- Ability to testify in court without impeachment (may preclude employees and applicants convicted of certain crimes within the prior 15 years).
- Ability to travel to the courthouse and other criminal justice system facilities to contact clients, witnesses and to appear in court; ability to travel to other case related locations to gather information.

SECTION EIGHT – PHYSICAL REQUIREMENTS

Work is generally sedentary, in an office setting, courthouse, field location or jail facility. There are frequent requirements for some physical activity such as carrying boxes of records weighing up to 10 pounds, stooping to extract records from files, or carrying and setting up display easels in court.

Must have visual acuity, clear speech and keen hearing.

SECTION NINE – WORK ENVIRONMENT

The work environment is friendly, team-oriented, cooperative and respectful. Regular and predictable attendance is a requirement of the job.

APPROVALS & REVISION DATES

Created:

Revised: January 27, 2021

Approved by:

**Carl Macpherson, Executive Director
Mary Bruington, Washington County Director
Greg Scholl, Capital Team Director
Kristine Constans, Human Resources Manager**