



## METROPOLITAN PUBLIC DEFENDER SERVICES, INC.

### JOB DESCRIPTION

#### SECTION ONE – POSITION INFORMATION

Classification Title:	Case Manager
Department:	Parent/Child Advocacy
Supervised by:	Parent/Child Advocacy 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 managers works as part of an interdisciplinary trial-level representation team which includes client's lawyer, investigator and legal assistant for parents and children in delinquency, dependency and termination of parental rights matters.

Case managers and attorneys offer complementary approaches and skill sets to supporting clients impacted by the child welfare and delinquency systems. Combining strong courtroom and social work advocacy allows for comprehensive, responsive and effective representation, and has continuously been shown to improve engagement and outcomes for clients. Because case managers are part of the legal representation team and their work falls within the scope of attorney-client privilege, they are able to develop trusting relationships with clients and also develop case strategies with the attorney. Case managers spend a significant majority of the work time in direct service of 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:

- Advocates for clients with social and health services and help clients navigate systems.

- Attends appointments and meetings with clients as needed.
- Documents client progress in client database.
- Coordinates services with DHS case workers, service providers, 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.
- Review case files and discovery to understand client background and basis for court involvement

#### 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, juvenile justice system and/or child welfare system.
- Well-informed about mental illness and drug addiction, and appropriate treatment plans.
- Adept at proactively developing and advocating for alternative safety, service and visitation plans;
- 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**

- Lived experience with the criminal justice, juvenile justice and/or child welfare 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 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 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: April 21, 2021 by Dawn Andrews**

**Approved by:**

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