

**MAJOR FUNCTION**

This is professional work involving case management of at-risk populations, including disconnected youth, participants in a restorative justice or juvenile diversion program. An employee in this class assists in the daily activities of building relationships, monitoring youth case management plan progress, providing information and referral services, life coaching, mentoring, and workforce planning. Work is performed with limited independence under the general administrative of a superior. Work is reviewed and evaluated through conferences, reports, recommendations, and results attained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Assists in case management duties for disconnected youth participants. , Identifies, engages, and builds relationships with clients/participants by conducting site visits, and monitoring case management plan progress, and evaluating their needs to provide wrap around services. Track and report on specific outcomes achieved for clients/participants per the case management plan. Ensure clients/participants are connected with program partners for educational and job opportunities. Provides written and oral updates to a superior upon request regarding the progress of reengagement efforts.

**Other Important Duties**

During an emergency, employees in this classification will be required to report and carry out duties as directed for the duration of an emergency. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of basic interviewing techniques. Ability to provide guidance to at-risk populations. Ability to coordinate program related services for at-risk populations. Ability to plan, organize and coordinate work assignments. Ability to actively listen to others. Ability to communicate effectively verbally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Basic skill in the use of microcomputers and the programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a high school diploma or equivalent diploma required and one year of professional experience that includes working with diverse at-risk youth populations, probation and parole, or family counseling.

Established: 06-19-23