



Community Service Council Job Description

Job Title: Intensive Case Manager

Reports To: Program Manager/COURTS

Department: COURTS (Court Outreach Utilizing Referral & Treatment Services)

Purpose of Position: Primarily responsible for case management for therapeutic court participants and support for treatment.

Essential Job Functions:

1. Provide case management services for therapeutic court participants.
2. Conduct an initial needs assessment for participant's case management needs.
3. Assess new participants for co-occurring related service needs, including housing, medication and other needs related to mental health.
4. Make appropriate community referrals for housing, food, transportation and other basic needs which are identified.
5. Develop case management (CM) plans. Update CM plans as indicated.
6. Identify new or enhanced community referral sources and enter into a resource database.
7. Coordinate in-patient and/or residential placements with treatment if indicated. Work closely with treatment agencies to develop discharge plans.
8. Develop and implement a community engagement plan for participants as they graduate from the therapeutic court.
9. Assist with the coordination of team training related to community resources.
10. Maintain knowledge of community-based agencies and ancillary resources.
11. Perform assessments and screenings as needed to assist court or treatment.
12. Perform related responsibilities or activities as directed.

Required Qualifications

Knowledge/Skill/Ability

- Knowledge of the criminal court system and legal proceedings is essential.
- Ability to communicate clearly and effectively with court personnel (judges, attorneys, clerks, etc.) and defendants.



- Knowledge of substance abuse and appropriate community referral sources is necessary.
- Ability to work independently, yet closely with a core team is mandatory.
- Computer literacy

Education/Experience

- Minimum educational requirement is a bachelor's degree. Preference for education and or criminal justice degree.
- Additional, three (3) to five (5) years professional experience is required for this position. Direct case management or court position would be preferred.
- Must possess good computer skills, including typing, Microsoft Word and Access database.

Physical Requirements

- Sitting for relatively long periods of time, especially returning phone calls.
- Ability to clearly communicate by phone and in person.
- Ability to use a personal computer.

Working Relationships

- Ability to work with diverse professionals, volunteers and students.
- Must be able to work in a team environment.
- Solution-oriented and positive.
- Must be able to quickly respond to input and follow supervisory direction.

Special Job Dimensions

- Some additional job related travel may be required for conferences, required meetings and/or regional events.