

CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND

PROBLEM SOLVING COURT CASE MANAGER/RESOURCE SPECIALIST

The Problem Solving Court Case Manager/Resource Specialist is responsible for overseeing the ancillary service component of problem solving court programs. These programs currently include Drug Court and Mental Health Court. The incumbent is expected to have a thorough knowledge of Court operations, office practices, and a general understanding of the structure and purpose of problem solving courts. Information obtained in the course of the performance of these duties may be confidential or private in nature. The individual in this position must recognize that visitors to the Court may be under significant stress and ensure that they are treated with dignity and discretion as they obtain court-ordered services.

The incumbent reports to the Problem Solving Court Coordinator and the Court Administrator and is responsible to the acting Problem Solving Court Judges and/or Judicial Officers.

EXAMPLES OF ESSENTIAL FUNCTIONS

To be successful in this position you must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. This job description reflects management's assignment of essential functions. It is not an exhaustive list of responsibilities and does not prescribe or restrict various additional diversified tasks and assignments that may be required by Judicial Officers and/or the Court Administrator.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Identify and recommend appropriate resources to facilitate participant success including, but not limited to, employment, education, life skills and housing.
- Develop individualized Case Management plans for each program participant.
- Regularly monitor and document participant progress and ensure compliance to Case Management plans.
- Provide written reports to the court in accordance with participant's court schedule.

- Attend, and participate in, team meetings to discuss various court-related issues including, but not limited to, client compliance, coordination of services and procedural changes.
- Work with Judicial Officers, court personnel, prosecutors, defense attorneys, and staff from other social, health, education and related agencies to meet participant needs and ensure compliance.
- Effectively manage caseload of 30 participants enrolled in a problem solving court such as Drug Court or Mental Health Court.
- Support participants by developing creative solutions to ensure program success.
- Support Coordinator with various program projects that could include, but is not limited to, managing social media, maintaining statistics, and organizing prosocial activities for program participants.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work 30 hours per week with flexibility to accommodate evening hours at least twice weekly.
- Maintain a regular, punctual and reliable level of attendance.
- Ability to work independently and have high level interpersonal skills to handle sensitive and confidential situations.
- Knowledge and experience with regard to case management and ancillary services.
- Knowledge of clinical and criminal justice services and levels of care.
- Ability to communicate effectively, orally and in writing.
- Ability to exercise a high degree of judgment, tact, diplomacy, discretion, and competence in dealing with judges, attorneys, courts personnel, service providers, and Problem Solving Court Court participants.
- Ability to develop partnerships and foster a spirit of teamwork with partnering agencies.

- Ability to make decisions based on experience, good judgment, and established policies and procedures.
- Ability to set priorities and simultaneously process multiple duties and responsibilities.

MINIMUM QUALIFICATIONS

- High school graduate, or equivalent, with two years of fieldwork or case management experience to include project or program case management, in the field of addictions, human/family services, health services, public safety, law enforcement or corrections.
- Excellent oral communication skills and an even temperament are high priority considerations for this position.
- Excellent organizational skills and customer service are of the highest priority as well as competence and temperament to communicate with the legal community, in-house court personnel, Problem Solving Court participants, and the general public in a fast paced environment.
- Possession of a valid motor vehicle operator's license in state of residence for job-related duties which require the use of a personal car. (Mileage reimbursed.)
- An equivalent combination of education and experience may be substituted.

Note: This position **will not** act in a clinical capacity and supervision hours will not be offered if applicant requires clinical licensing hours. Licenses and Certificates are not a requirement for employment.