

**PITT COUNTY JOB DESCRIPTION**  
**JOB TITLE: CORRECTIONAL CASE MANAGER**  
**DETENTION CENTER**

**GENERAL STATEMENT OF JOB**

Under the general supervision of the Sheriff or the Sheriff's designee, the Program Case Manager position provides case management services to individuals who require support within the detention center and the community. The Case Manager will work with clients with specialized behavioral, mental health, and substance abuse issues and are assigned to a specialized unit and/or specialized program at the detention center. Work may involve an in-depth assessment of individuals and family dynamics and needs, intervention, and treatment planning. Work may include training and modeling to direct supervision staff. The Case Manager will work closely with medical personnel and detention center staff to develop treatment and discharge plans for community re-entry. The discharge planning involves coordinating with various community-based service providers and criminal justice personnel.

The Case Manager will work within the Programs Unit at the detention center. The Case Manager will prepare initial summaries (e.g., interviews offenders, reviews records, and compiles social summary reports as needed or assigned) and make proper referrals to the appropriate staff within the facility. Write reports and correlate data as required, including classification data, admission summaries, risk assessments, and security designation forms. Develop, implement, and conduct unit programming (social and rehabilitative) for detainees and evaluate programming outcomes upon completion. Monitor the completion of programs; maintain the maintenance of records of detainee participation in programs. Communicate with detainees' families and others with inquiries concerning the status and treatment progress of those released. Conduct group education classes such as parenting skills, basic life skills, healthy relationships, etc. Coordinate activities with other service and education providers working in the specialized unit of the detention center. Other related duties as assigned and directly related to special populations or specialized programs at the detention center.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

1. Possess some knowledge of the processes and procedures associated with community placement and other community care partners.
2. Preferred knowledge of county and departmental rules, regulations, policies, and procedures and the ability to interpret them.
3. Possess general knowledge of ethical guidelines applicable to the position as outlined by professional standards and/or federal, state, and local laws, rules, and regulations.

4. Some knowledge of the current literature, trends, and developments in Jail Navigation relative to community-based treatment programs
5. Ability to compile data from a variety of records.
6. Ability to deal tactfully and courteously with the public.
7. Ability to communicate effectively orally and in writing.
8. Ability to establish and maintain effective working relationships as necessitated by work assignments
9. Combination of experience and education (at least 24 semester hours in the behavioral or social sciences) that resulted in the same knowledge gained.
10. Work with detainees who are about to be released from custody. Develop treatment or rehabilitation plans for detainees to follow utilizing a multidisciplinary approach.
11. Develop plans to reduce the likelihood that released inmates will commit new crimes. Prepare reports on detainees' criminal histories and assess what services and support they may need upon release. Draft rehabilitation plans that include education and job training, and employability.
12. The underlying premise of case management is based on the fact that when an individual reaches the optimum level of wellness and functional capability, everyone benefits: the individuals being served, their support systems, the healthcare delivery systems, and the various reimbursement sources.
13. Case management serves to achieve client wellness and autonomy through advocacy, communication, education, identification of service resources, and service facilitation. The case manager helps identify appropriate providers and facilities throughout the continuum of services while ensuring that available resources are used in a timely and cost-effective manner to obtain optimum value for both the client and the reimbursement source. The case manager will work with SHARP/WEAR Programs Staff to identify inmates who will be released and create an individualized care plan for them.

## **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's degree in criminal justice or social service field with two (2) years experience in detention/corrections and/or behavioral health facility; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities to perform related job duties.

## **SPECIAL REQUIREMENTS:**

Must possess a valid North Carolina Driver's License

Must be eligible to complete detention officer certification

## **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate various machinery, equipment, and tools, including computers, typewriters, facsimile machines, etc. Requires the ability to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work mainly involves sitting but may involve walking or standing for brief periods. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (similar or divergent from apparent standards) of data, people, or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments, or directions to subordinates or assistants and receiving instructions, projects, or directions from superiors.

**Language Ability:** Requires reading various reports, correspondence, legal documents, forms, calendars, procedures, manuals, etc. Requires the ability to prepare correspondence, reports, forms, legal documents, etc., using prescribed formats and conforming to all punctuation, grammar, diction, and style rules. Requires speaking to people with poise, voice control, and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret various technical instructions in mathematical or diagrammatical form; deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, explain procedures, to follow oral and written instructions. Must communicate effectively and efficiently in various technical or professional languages, including legal and law enforcement terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas, to add and subtract, multiply, and divide.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width, and shape.

**Motor Coordination:** Ability to coordinate hands and eyes rapidly and accurately using office equipment.

**Manual Dexterity:** Requires handling various items, such as office equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Does not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress, when confronted with persons acting under stress, and in emergencies.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via the telephone.