HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Case Manager

Job Code: W3515
Pay Grade: WM
Pay Scale: $26.46-$40.53 Hourly; $55,036.80-$84,302.40 Annually
Exempt: No

OVERVIEW

Collect and analyze socio-economic information, arrange for comprehensive plans to deliver social service programs, and promote self-sufficiency of eligible clients.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Analyze a comprehensive body of social, economic, legal, environmental, occupational, physical, and mental health information derived from client interviews, observation, research, and investigation.
- Assess client needs, determine client eligibility for services, determine causes of the client's situation, develop recommended services and courses of action to satisfy client needs, and develop a case management plan.
- Evaluate service delivery, follow up, reassessment, and service modification that will result in client self-sufficiency in any one of the programs sponsored by aging services, children's services, health and social services, head start, the correction system, or the court system.
- Counsel individuals, families, and groups; perform crisis intervention; advocate for clients and with community service agencies to provide information and services necessary to meet various socio-economic needs to improve situations and restore to self-sufficiency in a community setting.
- Write comprehensive client social histories; social services program procedures; case management plans, reports, studies, and summaries; and other pertinent information used to document contacts, resources, performance of service providers, satisfaction of client needs in conformance with local, state, and federal guidelines; and to improve and enhance program delivery.
- Conduct surveys, research references, and develop programs while planning, coordinating, facilitating, conducting, and evaluating training, workshops, and other activities designed to enhance client abilities to eliminate the need for support services and become self-sufficient.
- Provide client assessment and other related information to public officials and others for their use in determining appropriate courses of action relative to client needs and situations; coordinate with social service agencies, psychologists, law enforcement, attorneys, and judges to develop requirements to satisfy client needs; and attend or conduct meetings to exchange social service information.
- Compile data for use in evaluating program performance, reports, service provider payments, program documents, financial needs, and budgeting using manual methods and personal computer applications.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Working knowledge of the theories, techniques, and methods of social services program

delivery and case management procedures.
- Working knowledge of federal, state, county, and community social service programs for which most clients are eligible: eligibility requirements, application procedures, and other relevant program policies.
- Ability to work effectively with others.
- Ability to collect, organize, and evaluate data and to develop logical conclusions.
- Ability to correctly apply applicable laws, regulations, and policies to individual cases.
- Ability to use a computer and related software.
- Ability to communicate effectively, both orally and in writing.

SKILLS

- Criminal Law
- Case Documentation
- Eligibility Verification
- Case Management Services
- Case Notes
- Client Counseling
- Community Based Services

WORKING CONDITIONS

- Work within a law enforcement agency, in and around a detention, correctional, or court operations environment, with occasional contact with inmates.
- May work outdoors in a subtropical climate in potential adverse weather conditions.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- May travel to various work sites using a Sheriff’s Office-issued vehicle to perform essential duties.
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Four years of experience assessing client eligibility for social service programs.

OR

- An associate's degree from an accredited institution of higher education.
- Two years of experience assessing client eligibility for social service programs.

OR

- A bachelor’s degree from an accredited institution of higher education.

REQUIRED PRE-EMPLOYMENT TESTING

- Completion of pre-employment testing.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be

grounds for disqualification.

- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.