HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Case Manager II

Job Code: W3517
Pay Grade: WO
Pay Scale: $29.92-$45.92 Hourly; $62,233.60-$95,513.60 Annually
Exempt: No

OVERVIEW

Provide referrals to community mental health support and shelter opportunities for those individuals identified by Sheriff's Office personnel to be at-risk relating to mental health and homelessness.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Conduct assessments using structured assessment tools on identified at-risk individuals (e.g., minors, adults, elderly) in the community relating to homelessness and mental health, communicating with the individual, family members, and/or other relevant parties.
- Identify challenges to healthy functioning and mental health/social services needs of the referred individuals and families.
- Analyze a comprehensive body of social, economic, legal, environmental, occupational, physical, and mental health information derived from identified at-risk individual interviews, observation, research, and investigation.
- Conceptualize cases and determine subsequent plans of intervention, referrals, and delivery of services.
- Provide support, education, and guidance to the referred individuals and families.
- Evaluate referred individuals' level of functioning and status of engagement with services and their efficacy.
- Conduct visits in various settings and maintain communication with referred individuals, families, and other relevant parties completing detailed documentation of all contacts related to referred individuals' cases.
- Manage the assigned caseload of at-risk referred individuals.
- Establish and maintain effective relationships with mental health providers, community leaders, professional associations, representatives of public and private agencies, community groups, and criminal justice agencies.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Considerable knowledge of the theories, techniques, and methods of social services program delivery and case management procedures.
- Considerable 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

- Caseload Management
- Counseling Services
- Crisis Interventions
- Family Support
- Mental Health Care

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 bachelor's degree or higher from an accredited institution of higher education program in mental health counseling, social work, human services, or closely related field.
- Two years of social services program experience interviewing clients, assessing client's needs and eligibility for program placement, or counseling clients.

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.

PREFERRED QUALIFICATIONS

- Experience in case management.
- Bilingual in Spanish