



Court Referral Case Manager

Summary and Objective:

The Volunteer Center of Sonoma County Court Referral Program provides placement, follow-up, and monitoring of adult and juvenile offenders who are required to perform community service work mandated by the Court and Probation. The Court Referral Case Manager is a vital member of the Court Referral team who provides professional customer service and is responsible for the interviewing and placement of persons referred to the Volunteer Center by the courts to do community service in lieu of fines and/or jail or as a condition of their sentence.

Client's cases will range from Traffic (Infraction), Superior Court (Misdemeanor & Felony), DA Diversion program, Juvenile and Adult Probation referrals. Probation cases can vary from Misdemeanor, Felony, Domestic Violence, and Work Release (in lieu of detention cases). Our program also collaborates with managing court ordered clients from other counties/states.

Position Type/Expected Hours of Work/Travel:

This is a full-time (40 hours per week), non-exempt position. Occasional travel in Sonoma County would include site visits for update or visiting client at placement site, or trainings. Two evening hours per week will be required (Tuesday, Wednesday until 6:30pm) to help with our program mission. Hours and schedule are subject to change.

Qualifications:

- AA or BA degree in criminal justice or Human Services preferred, equivalent experience in case work related field is preferred.
- Must be able to pass a post offer Department of Justice and FBI background check.
- Must be able to pass a post offer physical examination.
- Bilingual Spanish/English skills are preferred for this position.
- Experience with or education in Human Services and/or Sonoma County Criminal Justice system is preferred.
- Experience in leading teams toward a stated goal.
- Demonstrated highly evolved communication skills with internal and external customers.
- Demonstrated communication skills and ability to work effectively with clients and work site personnel by telephone and in person.
- Ability to relate to and work effectively with people of all ages from a wide variety of backgrounds, including those with drug, alcohol or other problems.
- Ability to self-manage, organize, and prioritize workload.
- Basic knowledge of and ability to work with computers/Microsoft programs. Experience with Filemaker Pro and Integrated Justice System (IJS) is helpful.



Essential Functions:

Client-based

- Interview, screen, and place court referred individuals for community service assignments according to their skills, time availability, and interests. 1-1 with client or youth and parents.
- This will include pre and post assessments, referrals with in the community as necessary.
- Completion of Restorative Case Plan in collaboration with program staff, progress reports for Probation or Court as needed.
- Monitor client's progress, make follow up contacts with clients by phone call or email, and work sites as needed to ensure completion of the assigned community service work.
- Maintain all program records required on placement, interim contacts with clients and agencies and statistical information.
- Return phone calls from clients regarding questions or issues with their placement and/or case. Report non-compliance to Probation as needed.
- Survey clients to ensure program outcomes are being met in completed cases.
- Case management will include coaching clients on appropriate behavior at work sites.
- De-escalate situations that may arise with clients and/or non-profit organizations.
- Maintain adequate and professional case notes.
- Provide support and process extensions for community service assignment.
- Review cases for accuracy, log time sheets, and put cases to close in a timely manner.
- Case worker will lead in quality assurance measures to ensure clients are monitored regular, document reports to referral sources, and collaborate with other case workers on caseloads with adult and juvenile clients.

Collaborative Partnerships

- In conjunction with other Volunteer Center staff, work with area agencies to develop and maintain appropriate work sites for our clients.
- Perform monthly site visits to non-profit organizations to ensure appropriate placement and updated information of sites where juvenile and adult clients are placed.
- Maintain contact with placement organizations to update client hours and address non-profit issues.
- Reports on participant's progress to the Court and Probation regularly and as needed.
- Maintain appropriate relationships with court and probation personnel to facilitate work with clients.
- Collaborate to supervise volunteers in our program, help to facilitate agency trainings, and orientation support for families learning to work thru the justice system (2x per year).

Program Processes

- Provide data entry of case files and reception support as needed.
- Enter payments as needed.
- Process transfers as needed.
- Performs other related tasks as assigned by the Program Manager.



- Participate in ongoing staff development for Volunteer Center personnel.
- Attend and participate in regular Volunteer Center All Staff meetings.
- Perform other related tasks as assigned by the Program Manager.

Performance Factors:

Attendance and Dependability: The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious about assignments.

Communication and Contact: The employee communicates the efforts, vision and strategic direction of the Agency effectively both verbally and in writing with superiors, colleagues, and individuals within and outside the Agency.

Personal Effectiveness, Credibility and Relationships with Others: The employee is a leader within a team culture: works effectively and relates well with others including their superior, colleagues, funding entities, board members and individuals inside and outside the Agency. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.

Work Environment and Physical Requirements:

This position operates in a professional, team-centric, office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; balance; stoop, kneel, crouch or crawl; talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Equal Opportunity:

Volunteer Center of Sonoma County is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

To be considered for the open Court Referral Case Manager position you must:

1. Review our website www.volunteernow.org to ensure that the services we offer, our mission, and values are good match with yours.
 2. Send an email to HR@volunteernow.org, with a subject heading COURT REFERRAL CASE MANAGER; attach your resume and cover letter specifying your salary requirements.
- OR

Preferred Method: Apply through Indeed.com, [Court Referral Case Manager](#)