

JUVENILE COURT CASE MANAGER JOB DESCRIPTION

Juvenile Cases Manager position is statutorily authorized by 20 O.S. §128. The duties of the positions shall be to

“assist judges with juvenile docket responsibilities...by ensuring that juvenile cases proceed through the court process in a timely and effective manner by accurately tracking cases, ensuring consistent data entry, conducting review of open cases and monitoring open case reports to ensure compliance with all federal and state statutory requirements.

To act as liaison between parties, attorneys and other professionals and the judges;

To encourage accountability and communication among professionals, parties, participants and attorneys; and

To perform any other duties necessary to assist the court in carrying out its judicial functions under Title 10A...”

General Duties

- Ensure cases proceed through the court process in a timely and effective manner and in compliance with federal and state laws
- Has an understanding of Oklahoma DHS Policy and Procedures and Title 10A Juvenile Code
- Assist parties and counsel in understanding the pertinent court processes and policies
- Be a liaison for all the parties and providers involved in the most complex cases of the court and strengthen the line of communication between all those involved in the deprived/delinquent cases
- Accurately tracks cases, ensuring consistent data entry, conducting managerial reviews of open cases and monitoring open case reports
- Provides written and verbal recommendations or status reports to the Court
- Assist the Court with scheduling emergency or expedited hearings and schedule future conferences as necessary
- Monitors the progress and development of cases against any applicable time standard and reports problems to the Judge assigned to the case
- Assist the Judge and Court Personnel to realistically evaluate the amount of time needed to conduct hearings by identifying complex cases or issues and schedule for an appropriate amount of time
- Collect and review all reports pertaining to the case and provide a summary for each case on the docket by providing the summaries to the assigned Judge to assist in judicial efficiency
- Identify and define multiple docket issues and coordinate and/or consolidate related cases
- Assist with triaging cases for referral to Specialty Courts and programs
- Assist with resetting of cases should a scheduling conflict arise; identify issues requiring immediate judicial attention and prepare a court minute/order for the Court’s signature, as needed in order to ensure the case continues to progress without delay
- Assure proper and timely notice to absent parties
- Assist with timely appointment for representation of parties by counsel
- Conduct case management/status conference with parties, attorneys and other professional either in person or by telephone to facilitate the identification of disputed issues and options toward resolution of case
- Assist the Court with expediting permanency for children by recommended cases that can be resolved more promptly through mediation, family group conference, or Court staffing led by the Court Case Manager
- Facilitate the exchange of information, provide necessary information, and ensuring all parties receive information associated with a case to effectively process the case

- Increase the amount of information available to the Court by acting as a liaison between parties, attorneys, participants, other professionals and the Judges
- Encourage accountability and facilitate constructive communication among parties, attorneys, participants, other professionals. Clarifies roles and responsibilities of each
- Identify service delivery issues as well as developing and maintaining an updated network of social service providers/treatment agencies to facilitate a link of communication/collaboration with the Court
- Assist the Court in responding to correspondence from individuals or parties
- Monitor compliance with reasonable legal standards for representation of parties and bring any deficiencies to the attention of the Judge
- Assist in training court staff to monitor compliance with all statutory and Chief Justice Directive requirements
- Conduct and participate in public meetings, informational session and training related to community concerns, court policies and procedures
- Facilitate court trainings between service providers, DHS, Attorneys, and parties
- Facilitate communication between parties, Attorneys, service providers, and DHS
- Maintain an understanding of national models, programs, and processes that support best practices
- Identify topics or issues that need to be addressed in child welfare and Juvenile Court regarding court improvements or needs in Tulsa County
- Assist in the development of court policies/procedures related to effective coordination of case process and service
- Assist the Court with preparation of order and other documents to ensure compliance with federal and state laws/regulations
- Collect/Input/Report individual and aggregate case data to the Court using an automated case tracking system; including, but not limited to: custody status, closure reasons, assigned to specialty courts, etc.
- Conduct Court staffings as directed and/or requested by the Court parties and/or assist with identifying case appropriate for mediation. Draft the discussions/conclusions agreed upon by the parties Court staffing or mediation for distribution and filed with the Court
- Obtain a calendaring system to obtain 90 day summary reports from the DHS Worker, to be submitted with service provider reports, to all parties when a case is set six (6) months out on the docket to ensure court orders are being followed, reasonable/active efforts are being provided and there are no barriers to achieving the permanency goal
- Identify barriers that are causing delay for a case to move effectively through the court system and resolve the barriers by communicating with all parties and reporting the barriers to the assigned Judge
- Ensure writs are submitted timely as directed by the Court and assist the court parties with ensuring clients are transported from an incarcerated facility for court hearings
- Review request for access to court files and any confidential records request in deprived cases and make recommendations to the assigned Judge
- Facilitate and prepare agreed-to orders for trial reunification, visitation modifications, modifications of treatment plans to eliminate additional court hearings
- Problem solve issues that arise in these complex cases via email and/or telephonic conversation with all parties to eliminate the need to court intervention
- Assist the Court with arranging Uniform Child Custody Jurisdictional and Enforcement Act (UCCJEA) conference calls and court hearings
- Review Post-Adjudication Review Board (PARB) reports submitted to Court and share with the court parties to ensure that PARB's recommendations are being addressed
- Perform legal research and writing

Knowledge, Skills & Abilities

- An excellent understanding of the Juvenile Justice Court system and process as well as Oklahoma Department of Human Services Child Welfare policies and procedures
- Good understanding of mental health and youth related issues, including community resources, cultural diversity, family dynamics, and substance abuse issues
- Ability to learn, understand and apply court rules and federal and state statutes and regulations affecting deprived children and juvenile court proceedings; and articulate to the court, attorneys and participants
- Ability to work independently and in a team environment
- Ability to work cooperatively with Judges, Attorneys, Case Workers, and other professionals in the Juvenile Court system
- Ability to respond appropriately to parties and the public, and deal with potential volatile situations
- Ability to draft juvenile court documents clearly and professionally and maintain case files in an organized manner
- Obtain excellent oral and written communication skills and have excellent public speaking skills
- Have basic computer skills (MS Office, WordPerfect, Excel) and ability to learn OCIS and the juvenile court automate case management tracking system
- Ability to travel

Education

Pursuant to 20 O.S. § 128, to be eligible for appointment as a Juvenile Court Case Manager, a person shall possess at least one of the following minimum qualifications:

- Be an Attorney licensed to practice law in this state with at least two (2) years' experience in juvenile or family law; or
- Hold a bachelor's degree in the social science or related field from an accredited college or university and three (3) years' experience working with court procedures, juvenile law or social work. A master's degree in social sciences may substitute for one year of the required experience

Standards of Conduct

Juvenile Court Case Managers do not adjudicate cases, nor do they make findings of fact. They assist the Court in managing the complex cases before the Juvenile Divisions of the Oklahoma District Courts. As a participant in a case which impacts families and children, the Court Case Manager must exhibit the highest commitment to professionalism and fairness, and shall:

- Not show favoritism or prejudice toward any party
- Be forthright, honest, courteous and cooperative with parties, Judges, and Attorneys
- Respect confidentiality
- Make all reasonable efforts to expedite litigation of these important cases and ensure the court's administration of justice and due process of law occurs without avoidable delay

Physical Demands

Employees must have the ability to:

Speak, sit, listen and communicate both orally and in writing

- Operate office equipment such as computer, printer, photocopier, fax machine, telephone, etc.
- Open and close file drawers, remove files and other materials from file cabinets and shelves and transport to work area
- Manage documents and maintain files
- Listen and respond to questions and instructions
- Make appearances at, and participant in, court hearings and meetings
- Meet logistical requirements of managing a heavy litigation case load

Note: 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 that do not cause an undue hardship on the employer may be made to enable individuals with disabilities to perform the essential functions, as long as, those accommodations would not hinder or prevent performance of duties or be a safety concern

Disclaimer: The above statements are intended to describe the general nature of level of work being performed by people in this position. The statements are not to be construed as an exhaustive list of all job duties performed by such personnel or a skills required for successful performance.