

Youth, Rights & Justice

ATTORNEYS AT LAW

Case Manager Job Description

Our Mission: *Youth, Rights & Justice advances the rights of children, parents, and families through advocacy in the courts, schools, legislature, and community.*

Status Classification: Regular full-time; non-exempt (hourly)

Hours: Monday through Friday, 8:30 am – 5:00 pm, some schedule flexibility necessary to best support clients and their needs. Depending upon case and client needs, the social worker can expect to be called upon to work some nights and weekends.

Reports to: Supervising Attorneys

Summary: Case Managers are an essential partner in YRJ's work to provide holistic legal services and policy advocacy for children, parents, and families. Case Managers work alongside YRJ attorneys to collaboratively advocate for parents, children, and youth in the juvenile dependency and delinquency systems. This will entail advocating for clients outside of court with the Department Human Services, the juvenile department, the Oregon Youth Authority, and with service providers as needed. The Case Manager's caseload will include a subset of YRJ clients who present with heightened needs, including mental illness, substance abuse, and developmental delays. The Case Manager will assess clients' needs and goals, and ensure clients are supported to engage in meaningful services that are responsive to their actual needs. Because case managers are part of the legal representation team and their work falls within the scope of attorney-client privilege, they are able to develop trusting relationships with clients and also develop case strategies with the attorney. Case managers spend a significant portion of their workload in direct service of clients.

Case managers are expected to comply with the Office of Public Defense Services' (OPDS) [Parent Child Representation Program \(PCRP\) Case Manager Practice Standards](#). Case managers will participate in site visits and quarterly meetings hosted by OPDS. All Case Managers will benefit from OPDS training and oversight, including technical support from OPDS' PCRP Case Manager Administrator.

Essential Duties and Responsibilities:

1. Interviewing YRJ clients and performing strength-based assessments to determine clients' psychiatric/psychological, social, emotional, and educational needs.
2. Building and maintaining strong relationships of trust with clients and their families.
3. Advising and training attorneys and staff on issues within the expertise of case managers, including family dynamics, trauma, adolescent development and psychology, the use of standard social work assessment tools, and available community-based services.
4. Attending case-related meetings with clients.
5. Observing parent-child visits (parenting time) and provide coaching to parent clients.

6. Developing case plans driven by clients' expressed interests and goals, including plans that present the court with compelling alternatives to foster care placement, alternatives for services to parents and children, and alternatives to incarceration.
7. Helping clients implement service plans.
8. Evaluating client progress towards service plan goals, and counseling clients to help ensure that goals are met.
9. Being familiar with relevant service providers – including community-based and culturally competent providers of mental health care services, substance abuse treatment, domestic violence counseling, and housing – and assessing the quality of service providers and their suitability for YRJ clients.
10. Being familiar with the range of benefits that may be available to clients and their families, and connecting families to benefits.
11. Making referrals, finding placements, and assisting with logistics and enrollment to help clients and their families access needed services and benefits.
12. Gathering and analyzing information through records collection and collateral interviews including interviews of parents, guardians, and other relevant family members.
13. Entering and maintaining case notes in YRJ's case management system.
14. Other duties as assigned.

Case managers must perform all duties in accordance with applicable law, ethical rules, contract requirements, and the performance standards promulgated by the Oregon State Bar and the Office of Public Defense Services.

Case managers will be provided with ongoing training in areas of importance to their job, including applicable professional, ethical, and legal rules.

Required Skills and Abilities:

- Bilingual in Spanish and English – speak, read and write.
- A commitment to YRJ's mission.
- Support the diversity, equity, and inclusion efforts of YRJ. Commitment to amplifying the voices of our clients and their communities.
- Excellent interpersonal and motivational interviewing skills, and the ability to develop rapport with a wide range of people.
- Excellent written and oral communication skills.
- Thorough understanding of social, psychological, medical, economic, and legal factors that affect clients in the juvenile dependency and delinquency systems.
- Strong work ethic.
- Creativity, proactivity, and flexibility in solving problems and meeting challenges.
- Ability to multitask and be a productive team player.
- Ability to work compassionately and respectfully with clients in crisis.
- Experience working with individuals from multi-ethnic communities.
- Trained to use a trauma-informed approach to client communication and assessments.

- Basic computer skills including Word, Excel, Power Point, MS Teams, and case management database.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Preferred Education/Experience:

Bachelor's or higher level degree in Social Work/Human Services or a closely related field; OR a Bachelor's degree in a field not closely related (to Social Work/Human Services) and one year of human services related experience (i.e., work providing assistance to individuals and groups with issues such as economically disadvantaged, employment, abuse and neglect, substance abuse, aging, disabilities, prevention, health, cultural competencies, inadequate housing); OR equivalent education and experience.

Preference given to applicants who are Registered and/or Licensed as a social worker in Oregon by the Oregon State Board of Social Workers.

Preference for applicants with lived experience as a consumer of child welfare or juvenile justice services.

Preference for applicants with lived experience as members of a historically underserved population.

Certifications/Licenses:

Valid Driver's License, automobile insurance coverage as required by state law, and a vehicle.

Language Ability:

Ability to read in English and Spanish, and interpret documents such as court reports, police reports and medical evaluations. Ability to write routine reports, legal documents, and correspondence. Ability to speak articulately before groups to advocate for clients.

Math Ability:

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to independently solve problems by considering a number of different factors and circumstances.

Work Environment:

YRJ currently has regular office space, and works in a hybrid work environment, based on a comprehensive telework policy. The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands:

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.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk or hear and occasionally use sense of smell. The employee is frequently required to sit and use hands and occasionally stand, walk and climb. The physical demands of the job vary on a daily basis and are determined by the location and accessibility of home visit sites. The employee may experience home visit locations with varying degrees of cleanliness.

Salary and Compensation:

Compensation is determined by market range for the Portland metro area and is commensurate with experience and includes a great benefits package with medical (including mental health coverage), employee assistance program, dental, vision, disability and life insurance, 401k retirement plan with employer match, generous vacation and sick leave, and monthly time-off for self-care.

Salary range for this position is: \$45,600 - \$64,296 annually / \$23 - \$33 per hour.

We maintain a salary differential for desirable skills and experience including relevant language fluency and personal experience with the juvenile legal and child welfare systems.

About Youth, Rights & Justice:

Youth, Rights & Justice advances the rights of children, parents, and families through advocacy in the courts, schools, legislature, and community. YRJ provides holistic legal services and policy advocacy for children, parents, and families in Multnomah County and statewide. We:

- Serve as public defenders in juvenile cases in both trial and appellate courts.
- Advocate for students to ensure they have equitable access to education.
- Provide leadership to reform the juvenile justice, dependency, and education systems statewide through programs, policy advocacy, consultation, training, and impact litigation.

YRJ was founded in 1975 as a program of Multnomah County Legal Aid Services and in 1985 we became an independent 501(c)(3) non-profit law firm. As a public defense firm, YRJ is court-appointed to represent children in foster care, parents whose children have been removed, and youth in the juvenile justice system. Since our founding, YRJ has represented over 25,000 children and parents involved in the juvenile court system, helping children find their forever homes, ensuring students succeeded in school, providing youth with a fair trial and a second chance, and allowing families to safely reunite.