



**Orange County Department of Education  
Human Resources Department  
Classified Management Class Specification**

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**Intensive Case Manager**

**Class Code: 1422  
Work Days: 225**

**GENERAL PURPOSE**

Manage a caseload of at-risk youth and families utilizing Intensive Case Management (ICM) principles to ensure linkages, referrals, resources, and support are effective; provide assistance to higher level management.

**SUPERVISION RECEIVED AND EXERCISED**

1. Receives direction from higher level management staff.
2. May exercise supervision over technical and/or clerical staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

1. Recommend and assist in the implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; implement policies and procedures.
2. Working closely with clinical staff, provide comprehensive individualized case management services to at-risk youth and their families.
3. Evaluate youth and families when assigned to caseload; assess school, personal, and community factors that may affect youth's success.
4. Develop comprehensive ICM plans for youth with emphasis on individual's strengths and needs.
5. Conduct workshops on skills development for youth to increase their interpersonal and academic success.
6. Research and secure resources for youth and families in need of basic living essentials.
7. Assist in establishing links with community agencies to identify resources to address youth's social, emotional, educational, and/or vocational needs.
8. Ensure youth are enrolled in appropriate school setting and monitor to ensure school placement is successful and attendance is consistent.

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## **ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)**

9. Serve as a liaison between youth, school, and probation to identify red flags and reduce future violations.
10. Complete all required documentation and provide reports to clinical staff and probation; develop student files and records.
11. Participate in the Crisis Response Network and Alternative Education Team.
12. Assist in coordinating Safe Schools programs, services, and special events as needed.
13. Demonstrate attendance sufficient to complete the duties of the position as required.
14. Perform related duties similar to the above in scope and function as required.

## **QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

### **Knowledge of:**

1. Intensive Case Management strategies and techniques
2. Dynamics of homeless and chronically transient families
3. Multi-ethnic and cultural differences
4. Dynamics of gang culture
5. Chemical dependencies and addictions
6. Basic counseling techniques
7. Community resources and referral agencies

### **Ability and Skill to:**

1. Participate as an effective team member as part of the Safe Schools & Support Services team.
2. Manage multiple competing priorities efficiently and effectively.
3. Establish and maintain effective working relationships with various constituencies.
4. Prepare clear and concise correspondence, reports, and other written materials.
5. Communicate clearly and concisely, both orally and in writing, in English.

### **Education, Training and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is Bachelor's degree from an accredited college or university with major course work in human services, social work or related field, and two years of experience working with youth exhibiting high-risk behavior.

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## **PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Physical Demands**

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employee typically works in an office environment that is variably paced with moderate to high pressure.

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