

## **Orleans Parish Juvenile Court**

### **Case Manager**

#### **JOB DESCRIPTION:**

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill and/or ability required.

#### **DUTIES:**

- Develop, coordinate and set standards for the implementation of systems.
- Plan, coordinate and manage cases effectively and efficiently to ensure the expeditious processing of cases and the meeting of scheduled deadlines.
- Develop objectives to meet the goals of the sections.
- Assist the Judge with the development of a system of “continuance control” to prioritize cases and coordinate scheduling.
- Formulate procedures for the management of trial calendars.
- Monitor new legislative changes, court rules, statutes, directives and judiciary policies related to the administration of the Judicial system and apply them to case management.
- Make recommendations for the improvement of pilot programs and monitor progress.
- Monitor case flows and institute measures to effectively minimize backlog by establishing and implementing a workflow system and procedure.
- Monitor activities involved in the processing of each case, i.e. docketing, scheduling and disposition.
- Implement a system of trial date “certain”, taking into consideration the factors involving setting the case for adjudication (statutory requirements, length of trial, case type and complexity, availability of judge and parties).
- Meet periodically with the Judge to review the status of caseloads.
- Review all subpoenas returns to ensure notice to all parties.
- Serve as a coordinator for and provide technical assistance to related advisory committees.
- Work with the Bar Association and other agencies on matters of mutual interest.
- Recommend the use of alternative dispute resolution (mediation).

- Respond to requests and disseminate information to judges, attorneys and court staff.
- Prepare a summary and statistical report indicating the status and disposition of cases monthly.
- Oversee the maintenance of case files and records, ensuring that they are current, accurate and complete prior to a scheduled court date.

#### **JOB REQUIREMENTS AND DIFFICULTY OF WORK:**

- Bachelor degree preferred. Two or more year's of managerial experience
- Must have considerable knowledge of Juvenile Court procedures, scheduling and factors pertaining to Juvenile Court operations.
- A high degree of organizational, communicative and administrative skills.
- Must have experience with general secretarial work.
- Knowledge of Microsoft Office.
- Ability to effectively communicate orally and in writing with co-workers, supervisors, other departments, law firms/attorneys, social service agencies, probation department and the public, including being sensitive to professional ethics, gender, racial and cultural diversities and disabilities.
- Ability to provide public access to or maintain confidentiality of Court information and records according to state law.
- Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
- Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace and personal conduct.

#### **RESPONSIBILITY:**

- Incumbent performs duties according to a flexible, customary routine with priorities determined by the Judge, Clerk of Court and service needs of the Court and the public.

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### **MEDICAL BENEFITS – (City of New Orleans)**

Provided through UNITED HEALTHCARE CHOICE PLUS for a small monthly fee. Dependents not included, but may be added for an additional fee.

### **DENTAL BENEFITS – (City of New Orleans)**

Basic plan at no cost provided through UNITED HEALTHCARE. Dependents not included, but may be added for an additional fee.

### **DENTAL BENEFITS – (Orleans Parish Juvenile Court)**

Basic plan provided at no cost through HUMANA. Dependents not included, but may be added for an additional fee.

### **LIFE INSURANCE – (City of New Orleans)**

\$10,000.00 benefit provided at no cost through UNUM Life Insurance of America.

### **LIFE INSURANCE – (Orleans Parish Juvenile Court)**

\$10,000.00 benefit provided at no cost through COLONIAL Life Insurance.

### **VISION INSURANCE – (City of New Orleans)**

Basic plan at no cost provide through UNITED HEALTHCARE. Dependents not included, but may be added for an additional fee.

### **VISION INSURANCE – (Orleans Parish Juvenile Court)**

Plan provided through HUMANA. Payment of premium is by employee.

### **VACATION/SICK LEAVE**

½ day of annual and ½ day of sick leave accumulated for each of the 26 pay periods (12 per year). Six (6) month probationary period applies to annual leave.

### **HOLIDAYS**

Currently, 21 paid holidays (2019). Subject to change.

### **WORK WEEK**

35.0 hours per week (8:30am – 4:00pm).

### **RETIREMENT PLAN**

Mandatory enrollment, 4% of gross.

### **TUITION ASSISTANCE**

Tuition assistance at Tulane University through City of New Orleans.

## **Orleans Parish Juvenile Court**

## Case Manager

### APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Case Manager for the Orleans Parish Juvenile Court describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all the duties, requirements and responsibilities contained herein and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please explain: \_\_\_\_\_  
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Applicant/Employee signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name