



FRANKLIN COUNTY MUNICIPAL COURT

375 South High St.
Columbus, Ohio 43215-4520
(614) 645-8214
Employment Opportunity

JOB TITLE:	MARCH Community Case Manager
DEPARTMENT:	Pretrial and Probation Services
REPORT TO:	MARCH Program Supervisor
PAY RANGE:	7
STARTING SALARY:	\$33.19/hour (\$69,035.20)
HOURS:	Full-time 8 a.m. to 5 p.m. or as assigned
FLSA:	Non-Exempt
POSTED:	September 19, 2023
DEADLINE:	October 3, 2023

JOB OVERVIEW

The Franklin County Municipal Court is one of the largest and busiest municipal courts in Ohio. The Court has 14 judges in its General Division and one judge in its Environmental Division. Judges preside over civil, criminal, and traffic cases, and conduct both jury and non-jury trials. The Pretrial and Probation Services Department consists of approximately 100 employees. The mission of Pretrial Services is to promote community safety and pretrial success through research-informed recommendations, and supervision services that maximize court appearance, remove barriers to fair and efficient justice, and promote harm reduction. The mission of Probation Services is to promote community safety by reducing recidivism, changing offender behavior, and fostering accountability through the effective use of evidence-based practices. Department functions include pretrial, investigation, and supervision services. Supervision structures are determined by risk and need and include all types of cases that are referred by the judges of the Court. The staff operates specialized caseloads including domestic violence, sexual offenses, soliciting, mental health, work release, and electronic monitoring. The probation staff strives to stay current and relevant with the ongoing goal of being an evidence-based organization.

The Medical Assisted Treatment, Assessments, Referrals, Collaboration, and Hope (MARCH) is a community walk-in resource center operated by Franklin County Municipal Court. The center is available to anyone in the community, justice-involved and non-justice-involved individuals. The Medication Assisted Treatment (MAT) portion of the center provides Opioid users with an option to begin MAT services at the courthouse (if opioid levels are appropriate) and linkage to community-based behavioral health as well as ongoing MAT services. The MARCH Program has readily responded to the growing needs of the court and the community. The MARCH program has expanded and now has over twenty community providers onsite monthly with more in the planning phases to meet the needs of the community. The MARCH Community Case Manager's position is under the general direction of the Chief Probation Officer and the immediate direction of the MARCH Program Supervisor. The MARCH Community Case Manager provides screenings, assessment, linkage, case management, and related support services to individuals who started MAT through the court-based treatment program and case management services to walk-in clients who come to the MARCH program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Promote, model, and abide by the Vision, Mission, policies, and procedures of the Probation Department, MARCH Program, and the Court
- Foster an inclusive and culturally competent work environment
- Communicate and collaborate with justice and community-based entities connected to the individuals identified as potentially eligible for the MAT or MARCH program
- Provide screenings, assessments, and linkage for walk-in individuals involved with the MARCH and MAT programs
- Work with individuals and relevant entities to support scheduling and linkage to treatment services and recovery activities as well as coordination of necessary support services for individuals
- Develop and implement case plans and resource referrals for individuals who start MAT and the MARCH programs
- Initiate all referrals for assessments, counseling, and substance use disorder treatment for all MAT Clients
- Monitor and document participation of individuals in the MARCH program including MAT and related treatment programs; review treatment progress in collaboration with the supervising officer; conference about cases with involved entities; and reinforce treatment participation
- Work in the MARCH program walk-in center as needed

- To provide community needs assessments, housing assessments, and linkages to all MARCH program walk-in center visitors or as needed within the courtrooms
- Routinely conduct community outreach to service providers and justice-involved individuals.
- Works with MARCH Program Supervisor to fulfill grant objectives
- Keep accurate and timely records regarding MARCH clients and referrals
- Track all referrals to community linkages for MARCH clients
- Provides assessments for defendants as needed for the Pretrial and Probation Department
- Become cross-trained on all job duties, reporting requirements, and procedures for the MARCH program unit
- Respond courteously to inquiries, which are sometimes controversial or adversarial
- Appear in Court as needed
- Contribute to a strong, supportive, and productive team environment
- Maintain sensitive and confidential information of the Court, MARCH program, and Probation Department information
- Ability to exercise good judgment, decisiveness, and creativity in difficult situations
- Conscious of and sensitive to the diversity within the Court's jurisdiction, and ability to interact professionally with this diverse population of people from many different geographic, socioeconomic, religious, racial, and ethnic backgrounds on a regular basis
- Excellent time-management skills, ability to prioritize work, ability to work independently, and ability to work under time constraints
- Professional appearance and demeanor, particularly a positive attitude appropriate for the position and the work environment as a representative of the Court
- Ability to work collaboratively with criminal justice partners
- May be required to work various hours during the workweek and be on call certain evenings and weekends.
- Ability to promote a positive presence in the community, with defendants, and their families
- Participate in required training and professional development events around evidence-based practices in community corrections and behavioral health issues, per department standards and as deemed appropriate
- Work with multi-agency staff involved with MAT in jail and courthouse to inform the development of standard processes that promote quality service delivery and follow-up support
- Attends staff meetings, workshops, and trainings to keep abreast of current trends in training, care, and treatment of justice-involved individuals, including but limited to annual grant meetings with BJS staff
- Coordinate and assist in developing training programs for staff
- Perform other tasks as assigned and may fulfill roles of other positions in other departments of the Court as needed

QUALIFICATIONS AND REQUIREMENTS

- A bachelor's degree from an accredited college or university with core coursework in areas related to criminal justice, criminology, corrections, psychology, or social work
- One (1) year experience in a professional-level work environment in criminal justice, criminology, psychology, or social work field.
- Ability to demonstrate and apply advanced knowledge of mental health, trauma, and substance abuse issues
- Willingness and ability to be trained and maintain certification in the Department's Field Safety Training Program, including but not limited to defensive tactics, verbal de-escalation techniques, and first aid/CPR
- Effective oral and written communication and interviewing skills (e.g., ability to listen effectively, obtain sensitive information, explain complex issues in a comprehensible manner, and prepare accurate and logical reports relevant to the project
- Ability to appropriately respond to both pro-social and non-compliant behavior in a way that promotes public safety, accountability, and behavior change
- Demonstrate resilience and flexibility in a high-paced, dynamic work environment
- Proficiency in operating a personal computer and using, or being able to learn, Microsoft Office products such as Word, Outlook, and Excel, and the Court's case-management software
- Ability to promote a positive presence in the community, with defendants, and their families
- Ability to make informed and thoughtful recommendations and decisions
- Knowledge of the criminal justice system and current research trends in the field of community corrections, in order to work within the Court and community corrections field effectively
- Ability to appropriately receive and follow supervisory feedback, coaching, and direction
- Ability to demonstrate resilience and flexibility in a high-paced, dynamic work environment

- Ability to maintain sensitive and confidential information
- Knowledge of common office practices, procedures, and equipment
- Pleasant personality and ability to deal with potentially difficult people and ability to interact and maintain effective working relationships with judges, employees, attorneys, litigants, law enforcement officers, and others conducting business with the Court
- Conscious of and sensitive to the diversity within the Court's jurisdiction and ability to interact professionally with this diverse population of people from many different geographic, socioeconomic, religious, racial, and ethnic backgrounds on a regular basis
- Excellent time-management skills. Ability to prioritize work and work under time constraints
- Ability to work independently and to work effectively in a team environment
- Professional appearance and demeanor, particularly a positive attitude appropriate for the position and the work environment as a representative of the Court
- Demonstrated dependability, punctuality, and excellent attendance record
- Patience, objectivity, maturity, effectiveness under stress, initiative, adaptability, and sound judgment
- Ability to work collaboratively with Criminal Justice partners
- Ability to work independently and to work effectively in a team environment
- Skilled in the art of interviewing and assessment
- Maintain a valid Ohio driver's license

PREFERRED QUALIFICATIONS INCLUDE:

- Licensed through the Counselor, Social Worker, and Marriage and Family Therapist Board and/or the Ohio Chemical Dependency Professionals Board.
- Three (3) years of experience in a professional-level work environment in criminal justice, criminology, psychology, or social work field
- Deep understanding of the justice system and legal terminology
- Additional consideration will be given to individuals who are fluently bilingual in Spanish and English with a college-level vocabulary in both languages, the ability to communicate complex information in both English and Spanish and/or speak a language commonly used by people of Somalia for whom English is a second language or who are proficient in American Sign Language

BENEFITS

The Franklin County Municipal Court offers an excellent benefits package that includes health, prescription, vision, dental and life insurance; short-term disability; generous vacation, sick and personal leave; 11 paid holidays; longevity-service payments; sick leave reciprocity; employee-assistance program; deferred-compensation program; tuition reimbursement; credit-union membership; supplemental benefits including accident and critical-illness insurance; and affordable legal and identity-theft-protection services.

All court employees are members of the Ohio Public Employees Retirement System, which provides retirement, disability, and survivor benefits for public employees. All full-time employees contribute to OPERS by paying the required employee share, which is 10 percent of their salary. The court pays the required employer's share of 14 percent of an employee's salary. Court employees are members of OPERS and therefore do not have any Social Security taxes withheld from their paychecks.

APPLICATION PROCESS

Completed applications, resumes, and cover letters describing with some specificity how the applicant's qualifications match those required for the position may be returned by electronic or hard copy submission by the posted deadline. Resumes, personal statements, letters of reference, or any other pertinent information should be included with, but not substituted for, the application. Application information and instructions can be found online at www.franklincountymunicipalcourt.org/employment. You will receive an email response once the submission has been received. If a response is not received within 24 hours, please contact us. It is the applicant's responsibility to ensure his or her application has been successfully transmitted and received by the Court.

Applicants invited for interviews will be contacted directly by the Court's Human Resources Assistant. As a part of the selection process, candidates may be required to perform skills tests that could include exercises to test their writing ability, understanding of court systems, knowledge of legal terminology and procedures, and knowledge of the Franklin County Municipal Court. The candidate selected will be required to undergo a criminal record check. Applicants are encouraged not to call or contact the Human Resources Director or any Court employee concerning their applications.

COURT EXPECTATIONS OF EMPLOYEE

The court expects the employee will adhere to all court policies, guidelines, practices, and procedures in completing the duties and responsibilities of the position; act as a role model both inside and outside the court; perform duties as workload necessitates in a timely, accurate and thorough manner and be conscientious about meeting department productivity standards; and communicate regularly with supervisor about department issues.

AT-WILL EMPLOYMENT AND EQUAL-OPPORTUNITY EMPLOYER

Employees of the court are at-will employees and serve at the pleasure of the court; they are not in the classified civil service system and are not members of bargaining units. The court is an equal opportunity employer and does not discriminate based on age, gender, religion, race, color, national origin, ancestry, sexual orientation, disability, military status, or genetic information.