

# Job Description

## Justice Involved Service Coordinator



**CICS**  
Supporting Individuals. Strengthening Communities.

NAME:

POSITION: Justice Involved Service Coordinator

REPORTS TO: CICS Coordination Officer

DEPARTMENT: Central Iowa Community Services

FISA STATUS: Non-Exempt

**POSITION SUMMARY:** This position is responsible for coordinating supports and services for individuals involved in the Justice System. Successful performance helps ensure the provision of mental health services to the general public in a way that provides an alternative to incarceration.

This position is subject to criminal and abuse background checks and requires pre-employment physical and drug screening.

**SALARY:** Based on the CICS pay matrix.

### ESSENTIAL JOB DUTIES/RESPONSIBILITIES:

- Processes requests for services by conducting intakes and obtaining and collecting necessary documentation for the determination of eligibility.
- Refers clients for mental health and/or substance abuse treatment as indicated by professional assessment and diagnosis.
- Assists clients in applying for other local, state, or federal benefits or other related programs; assists clients in completing paperwork.
- Completes funding applications, drafts requests for Regional funding; monitors on-going funding needs and service authorizations.
- Ensures the provisions of the CICS Management Plan Policies and Procedures are carried out.
- Provides information regarding the civil commitment process, MHDS funding system and service alternatives.
- Collaborates with multi-disciplinary colleagues and with County Attorney/Public Defender; attends court hearings as appropriate.
- Coordinates with providers to establish services, including those incarcerated or in inpatient settings awaiting placement.
- Acts as liaison to and consults with community agencies to coordinate intervention processes; networks with law enforcement and other agencies.
- Follows-up on individuals' progress by communicating with service providers; the courts, as required and allowed by law; coordinates on-going individual case monitoring.
- Documents services in a timely manner; maintains case files; collects statistical data to measure outcomes and evaluate services.
- Acquire and maintain expertise in Community Services Network (CSN) and CICS SharePoint.
- Participates in agency, provider, and state-wide committee meetings; provides training on department related topics, attends work-related meetings, conferences, education and training opportunities, and seminars.
- Advocates for the client and facilitate the Interdisciplinary Team, as directed, in the development of the Individual Service Plan for persons not eligible for Medicaid Case Management.
- Coordinates, implements, and monitors the Individual Service Plan for designated individuals.
- Completes all required documentation in a timely manner.
- Provides appropriate crisis management referrals, as needed.
- Initiates the transfer of an individual and facilitates discharge planning when appropriate.
- Assists in accessing community resources identified for the client, family members, and/or providers.
- Identifies and implements other outreach programs that will benefit the citizens of the region.
- Establish and maintain effective working relationships with clients, county, regional, and state employees, law enforcement, the judicial system, MHDS Service providers, and the public.
- Other duties as assigned.

**NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:**

The successful candidate must possess the following knowledge, skills, and abilities or be able to explain and demonstrate that he/she can perform the essential functions of the job:

- Applies professional level of knowledge of federal and state assistance programs for disability populations.
- Demonstrates adaptability to performing a variety of duties, regularly changing from one task to another of a different nature without loss of efficiency or composure.
- Demonstrates competent computer skills, including use of Microsoft Office and CSN.
- Demonstrates ability to present ideas effectively, in both oral and written form.
- Demonstrates ability in critical thinking and problem solving,
- Demonstrates ability to work alone or as part of a team.
- Demonstrates ability to comprehend and follow oral and/or written directions.
- Demonstrates ability to negotiate and resolve conflict between dissenting parties.
- Demonstrates knowledge in crisis intervention principles and practices.

**ENTRY REQUIREMENTS:**

- A bachelor's degree with 30 semester hours or equivalent quarter hours in a human services field (including, but not limited to, criminal justice, psychology, social work, mental health counseling, marriage and family therapy, nursing, education, occupational therapy, and recreational therapy) and at least one year of experience in the delivery of services to the population groups that the person is hired to serve.
- A valid driver's license, reliable transportation, and adequate liability insurance are required.

**WORK ENVIRONMENT:**

While performing the duties required of this position, the employee is regularly subject to a mentally stressful environment; however, the likelihood of bodily injury or similar occupational hazard is slight. Must have physical and mental stamina and be able to perform successfully under time-limited pressure.

Contacts are typically with co-workers, other regional personnel, service providers, jail staff, clients, attorneys, magistrates, judges, probation officers, and members of the general public. Interactions with clients will be in the community, the office, and in the jail.

Regular office hours are 8:00am to 4:30pm, Monday through Friday. Must have the flexibility to adjust the schedule occasionally in order to accommodate others' schedules.

**PHYSICAL REQUIREMENTS:**

Must be physically able to operate a variety of automated office machines and equipment. The position may entail long periods of sitting or driving, depending on circumstances.

In most cases, physical demand requirements are at a level of those for sedentary or office environment work which may involve some lifting, carrying, pushing, and/or pulling of light to moderate weight materials (approximately thirty pounds).

**DISCLAIMERS:**

- Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this description.
- All requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. Prospective employees are encouraged to discuss possible accommodations with the employer.
- Job description in no way imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties required by the Coordination Officer, designated Service Coordination Supervisor or CEO.

Franklin County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, reasonable accommodations will be provided to qualified individuals with disabilities. Prospective employees and incumbents are encouraged to discuss potential needs for accommodations with the employer.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date