

**FIRST JUDICIAL CIRCUIT OF MARYLAND
TRUANCY REDUCTION COURT PROGRAM**

Case Manager (Non-Clinical)

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| Position Type: | Regular Full Time/ Grant Funded/ At-Will/ Exempt |
| Employee Type: | Dorchester County Government Employee |
| Primary Location: | Circuit Court for Wicomico County Circuit Court for Somerset County |
| Schedule: | Full time - 40 hours per week |
| Salary Range: | Dependent upon qualifications and grant budget Dorchester County Government benefits Maryland State Retirement and Pension participant |

POSITION OVERVIEW

The Truancy Reduction Court Program (TRCP) Case Manager is responsible for supporting the operations of the TRCP in the First Judicial Circuit (Dorchester, Somerset, Wicomico, and Worcester Counties). This position ensures accurate and timely documentation of participant progress, maintains detailed case records, and tracks compliance with court-ordered requirements. A strong focus is placed on attention to detail, data entry, grammar and written communication, and timely reporting.

The Case Manager links participants with appropriate services while also preparing compliance summaries and case updates for the Regional Program Coordinator and Judicial Officers. This role involves regular interaction with families, school officials, and service providers, and requires excellent administrative, organizational, and interpersonal skills. Employees in this classification do not supervise others but are responsible for intensive participant monitoring. The incumbent reports to the Regional Program Coordinator and is part of a team that includes a Regional Program Coordinator, Lead Case Manager, and additional Case Managers.

EXAMPLES OF ESSENTIAL FUNCTIONS

- Manages a high-volume caseload for a primary court, ensuring accuracy and consistency in documentation, data entry, and reporting in compliance with grant and ethical requirements.
- Attends all truancy court proceedings in the assigned jurisdiction and other First Circuit courts, arriving fully prepared with updated reports, case notes, and court documents.
- Prepares and maintains detailed case records and written reports, ensuring accuracy in spelling, grammar, and formatting. Logs all participant interactions, referrals, and correspondence in the program database.

- Develops and monitors case plans focused on improving school attendance and engagement. Communicates regularly with service providers and verifies that participants are following through with recommendations.
- Enters participant data into the statewide case tracking system in a timely and accurate manner (daily), and ensures all required information is documented per grant requirements.
- Participates in case reviews, court staffings, and pre-court meetings by clearly and succinctly communicating case progress and needs, both verbally and in writing.
- Conducts interviews with participants/families, documents findings carefully, and refers participants to services as needed.
- Researches community resources and maintains updated knowledge of service providers to ensure informed and appropriate referrals.
- Represents the TRCP at meetings and community events as requested, presenting program information with professionalism and accuracy.
- Performs other duties as assigned, including supporting caseload coverage in other jurisdictions when needed.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong knowledge of English grammar, spelling, punctuation, and formatting. Able to produce professional written materials with minimal errors.
- Highly organized with strong attention to detail in case management, scheduling, and tracking participant progress.
- Highly skilled in Microsoft Office (Excel, Outlook, Teams, Word), Adobe Acrobat, and case management systems; comfortable learning and using databases and tracking tools.
- Clear and effective communication skills, both written and verbal, with diverse individuals, including those with limited education or communication challenges.
- Strong time management skills, with the ability to meet deadlines, prioritize tasks, and manage multiple responsibilities with accuracy.
- Ability to maintain confidentiality, professionalism, and a reliable presence in a fast-paced environment.
- Availability to work a full-time court schedule of 8:00 a.m. to 4:30 p.m., Monday through Friday, with the flexibility to accommodate deviations from the standard workday.

MINIMUM QUALIFICATIONS

- Associate's degree in Communications, Criminal Justice, Business, Education, Human Services, Social Work or a related field from an accredited institution **AND** five years of experience working with juveniles or families in court, education, or related settings; **OR**
- B.A./B.S. degree in communications, Criminal Justice, Business, Education, Human Services, Social Work or a related field **AND** at least two years of relevant experience.
- Demonstrated proficiency in Microsoft Office and strong command of written English, including grammar and spelling.
- Excellent organizational skills, attention to detail, and ability to manage administrative tasks efficiently.
- Valid driver's license and reliable transportation.

PREFERRED QUALIFICATIONS

- Five or more years of experience working in an environment dealing with juveniles/families in the areas of social service work, legal system, education or related field.
- Experience in a problem-solving court.
- Conversational Spanish or Haitian Creole.
- Experience with public speaking.

TRAVEL

- Required ability to transport self within 100-mile radius to attend court hearings and meetings in various locations throughout the Circuit.
- Required ability to transport self to Annapolis, Maryland area for trainings and conferences to occur once quarterly, on average.
- Preferred ability and willingness to travel out-of-state for trainings and conferences specifically related to truancy, dropout prevention, and school attendance to occur twice per year, on average.

Conditions of Employment: A criminal background check and drug screening may be required before the successful applicant is hired. Must adhere to the policy on a drug free workplace and are subject to random testing. The employer reserves the right to reject any or all applicants, re-advertise and/or withdraw the position. Applicants must be United States citizens or eligible to work in the United States. This position is a position subject to the benefits and payroll policies set-forth in the Handbook of Governing Rules and Regulations for Dorchester County Employees as well as the Maryland Judiciary policies.

At Will Employment: This job description reflects management's assignment of essential functions and describes the general nature and level of work being performed by a person in this position. It does not proscribe or restrict additional various diversified tasks and assignments that may be required by the Circuit Administrative Judge or Court Administrator. The above description should not be construed as an exhaustive list of all duties that may be performed by such a person. Dorchester County employees are at-will employees and serve at the discretion of the Circuit Administrative Judge and Court Administrator. This means that either the employee, or the Court, may terminate the employee relationship at any time, with or without cause. There are no contractual relationships between the Circuit Court and an employee. Letters, benefit or policy statements, performance evaluations, handbooks, or other employee communications should not be interpreted as a contractual relationship. The at-will relationship remains in full force and effect notwithstanding any statements to the contrary made by court personnel or set forth in any documents. This county position is contingent on the state-funded Office of Problem-Solving Courts (OPSC) grant.

EEO Employer: The Courts of the First Judicial Circuit are drug free workplaces and an equal opportunity employer, committed to diversity in the workplace. We do not discriminate based on race, color, religion, age, sex, marital status, national origin, physical or mental disability, familial status, genetic information, gender identity or expression, sexual orientation, or any other characteristic protected by State or Federal law. Applicants who need an ADA Accommodation for an interview should request the accommodation when notified of a request to be interviewed. Applicants must be United States citizens or eligible to work in the United States. A criminal background check and drug screening will be required before the successful applicant is hired. The employer reserves the right to reject any or all applicants, re-advertise and/or withdraw the position.

Candidates wishing to be considered must submit the following in one complete email packet to kendall.timmons@mdcourts.gov:

Application Materials

1. Cover letter outlining your interest in the position and relevant qualifications
2. Resume, including month and year for all employment and education history

Professional References

Please provide at least three (3) professional references, preferably including a current or recent supervisor. References may also include direct reports or close professional colleagues.

For each reference, include:

- Relationship to you
- Length of professional relationship
- Preferred phone number and email address

References will not be contacted without prior notice.

Only applicants whose complete packet is received by the closing date and who meet or exceed the minimum qualifications will be considered for interview. Those selected for an interview will be required to submit a Dorchester County Government employment application along with valid Driver's License, college transcript, and/or graduate transcript.