ADULT DIVERSION CASE MANAGER
JOB QUALIFICATIONS AND DESCRIPTION

The Pre-Trial Adult Diversion Program is a voluntary alternative to criminal prosecution for eligible offenders, operated by the Orleans Parish District Attorney’s Office. Diversion provides participants the opportunity to have their charges resolved after completion of applicable program requirements. Adult Diversion case managers assist participants through the program by referring participants to counseling, education, substance abuse treatment, and mental health services. Adult Diversion case managers are responsible for completing program intakes, developing treatment plans, facilitating appropriate referrals, managing caseloads, and tracking client progress and data.

QUALIFICATIONS AND SKILLS

- Master’s degree in Social Work or Counseling or related field required from an accredited university.
- A minimum of 2 years’ experience required of work in counseling or social work field or related field.
- Excellent organizational skills and attention to detail for orderly recordkeeping and systematic tracking of cases
- Skills in direct service delivery and strategic planning
- Excellent written and oral communication skills
- Intermediate proficiency in Microsoft Office Suite applications (Word, Excel, Outlook, PowerPoint, etc.).
- Candidate attributes for success in this position include a positive attitude, team approach, conscientiousness, compassionate, and dedicated.

RESPONSIBILITIES, DUTIES, AND ABILITIES

- Manage all aspects of a participant’s progress through the program.
- Identify participant’s obstacles, define goals, and develop realistic action plans for participant stability and success.
- Perform biopsychosocial and needs based assessments to assess for appropriate service referrals.
- Refer participants to appropriate treatment programs, counseling agencies, community partners, education programs, and employment and housing assistance.
- Collaborate with community providers to ensure continuity of care for participants.
- Monitor participant drug screens and take immediate action for positive drug screen results.
- Resolve emergency problems in crisis situations.
- Assist clients with psychoeducational and life skills.
- Keep all case management system information updated including: employment, address, telephone number, drug screens, medical information, medications, charge information, journal notes, status, sanctions, incentives, community service, and treatment plan, if applicable.
- Document all client interactions by tracking and maintaining timely client notes.
- Complete work in a timely manner by the scheduled deadlines.
- Organize, update, and maintain accurate records, reports, data, and files for each client.
- Maintain confidentiality of client records.
- Travel to satellite offices across New Orleans as required.
- Other duties as assigned.
- Ability to function well in a fast-paced environment.
- Ability to work in an efficient, timely, and organized manner.
- Ability to effectively communicate orally and in writing with co-workers, supervisors, and other departments including being sensitive to professional ethics; gender, racial, and cultural diversities; and physical, mental and/or emotional disabilities.
- Ability to comply with all office and department policies, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.
- All case managers must display a positive attitude and work as a team, being mindful that they work with the public and their job performance reflects upon the Orleans Parish District Attorney’s Office.