

CITY OF CHATTANOOGA

Classification Specification Title: FJC Intervention Specialist

Department: Executive Branch

Pay Grade: GS.10

**Supervision Received From: Exec Dir Community Safety
and Gun Violence Prevention**

FLSA Status: Exempt

Established: 10/3/18

Supervisory Responsibility For: None

**Revision Dates: 4/2/25;
10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification provide critical client support by helping clients navigate a system of services within the FJC and its onsite and offsite partner organizations. Intervention Specialists meet with clients to conduct needs assessments in person or via telephone. Intervention Specialists may link clients to services based on information provided by the client or may accompany clients to court.

The Intervention Specialist also provides solution-focused case management to ensure clients are receiving the services they asked for. If the services were not obtained or the client was unable to contact the service provider the Intervention Specialist will continue to look for other options until the client's needs have been met or are no longer requested. Building rapport with clients is an essential part of the Intervention Specialist function; they may work in conjunction with probation, parole or juvenile court to ensure that client is meeting all court ordered requirements.

SERIES LEVEL: This is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provides clients with immediate support, aid in job search, and conduct needs assessment.

Provides mental health support for at-risk youth.

Research methods and strategies for assisting Newcomers Social Emotional Learning (SEL). Identifies schools with a significant newcomer population (these are students that have been in the U.S. for less than two years) to implement newcomer support groups.

Identifies immigrant communities for collaborative and supportive services.

Supports educational and supportive initiatives around Covid-19 with a Hispanic faith network.

Organizes and assists Hispanic faith communities to establish youth summer programming that involves art and recreational activities.

Connects with probation/parole and juvenile court as needed.

Collaborates with the school system to ensure clients remain in school with appropriate services.

Connects with or refers clients to appropriate agencies or organizations that may include City of Chattanooga onsite or offsite partners to ensure a positive integration to community.

Case management that includes client follow-up and advocacy.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Five (5) years of any combination of relevant education, training or experience sufficient to perform the essential duties of the job will be considered, or any combination of equivalent experience and education. Must be able to travel throughout the City of Chattanooga and Hamilton County, Tennessee as needed.

Examples of relevant education include a Bachelor's degree in social work/human services or criminal justice. Examples of relevant experience include working with victims of domestic violence and their children, victims of sexual assault, victims of child abuse and exploitation and victims of elder abuse.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

SUPPLEMENTAL INFORMATION:

Knowledge or experience with juvenile, parole/probation court; knowledge of community resources and agencies that provide support to the formerly incarcerated; of the school system and related resources; of evidenced based methods and best practices that are specific to client's needs; of trauma-informed assessment, intervention and case management strategies preferred; and experience working with at-risk youth or juvenile court.

Skill in working independently or in a team environment; organizing, planning and prioritizing work; strong problem solving; excellent written and verbal communication; using a computer and related software applications; building relationships; facilitating meetings; exercising good judgment and effective decision making; delegating and managing a team of volunteers; sensitivity to changing situations; planning, developing, supervising, and managing program and/or events; preparing and maintaining policies and procedures; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS

Positions in this class typically require: reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

SPECIAL REQUIREMENTS

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.