

PCRP CASE MANAGER DESCRIPTION

OREGON OFFICE OF PUBLIC DEFENSE SERVICES PARENT CHILD REPRESENTATION PROGRAM (PCRP) CASE MANAGERS

Case Managers are a key component of the PCRP Program and are assigned to dependency, delinquency and termination of parental rights cases at the request of the referring attorney. The Case Manager serves as an agent of the referring attorney, becomes a member of the defense team and is subject to the same bounds of confidentiality and attorney/client privilege.

Case Managers:

- Practice client engagement strategies to build trust and relationships with clients
- Provide direct service focused work in the client's community
- Support clients in identifying barriers
- Provide insight to the defense team from a social work perspective
- Gather information to strengthen case advocacy and court preparation
- Are committed to systemic change in the child welfare and juvenile court system
- Understand and apply the values of the social work profession

Case Manager Minimum Qualifications:

- A Bachelor's or higher-level degree in Social Work/Human Services or a closely related field; OR
- A Bachelor's degree in a field not closely related (to Social Work/Human Services) and one year of human services related experience (i.e. work providing assistance to individuals and groups with issues such as economically disadvantaged, employment, abuse and neglect, substance abuse, aging, disabilities, prevention, health, cultural competencies, inadequate housing); OR
- Equivalent education and experience.
- Preference given to applicants who are Registered and/or Licensed as a social worker in Oregon by the Oregon State Board of Social Workers.

Professional Roles of PCRP Case Managers Non-exhaustive list (varies by case)

PARENT & CHILD SUPPORTS:

- Encourage clients to engage in their case plans
- Work with clients to problem-solve barriers and diffuse anger
- Provide system navigation support to clients
- Provide ongoing, in person visits with clients to assess progress and identify self-directed goals
- Attend court hearings/CRB/DHS meetings as client support

ASSIST CLIENT IN OBTAINING:

- Services to address issues of substance abuse, mental health, domestic violence, etc.
- Housing navigation and support
- Basic needs and concrete services (food, clothing, furniture, household goods, etc.)
- Sustainable community supports

GATHER INFORMATION:

- Observe visits and provide parent coaching
- Research relatives or other family supports for placement or visiting resources
- Connect with service providers regarding client's progress in services
- Assist in locating child welfare research
- Review case files/discovery
- Assist attorneys in locating expert witnesses

ADVOCATE:

- Attend DHS and other meetings to represent client's position
- Work with attorneys and clients to assure DHS is making appropriate referrals and service plans related to the jurisdictional issues
- Make individualized recommendations for services and prepare alternative reunification and services plans based on client need and circumstances
- Obtain visit updates and advocate for increased visitation time
- Contact DHS, Probation Officers, Juvenile Court Counselors and other service providers to clarify expectations
- Advocate with community providers for priority into services

SYSTEM IMPROVEMENT:

- Attend Juvenile Court Improvement (JCIP) meetings to provide client voice/perspective
- Attend child welfare and juvenile law conferences to advance professional development
- Meet with community service providers to provide PCRCP information and discuss barriers in service access

Please refer to the OPDS PCRCP Case Manager Practice Principles manual for more detailed information about this role.