

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: CASE MANAGER III -
Unit Classification

SALARY GROUP: B17

DEPARTMENT: Classification and Inmate Transportation Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Mandy Flinn DATE: 03/28/2025

POSITION #: 029503

I. JOB SUMMARY

Provides highly complex case management work. Work involves developing and maintaining long-term contact with inmates, inmate families, and service providers for medical, social, educational, and related service needs; and supervising the work of others. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Interviews inmates to gather information and assess service needs; develops and implements service plans to meet inmate needs; and serves as liaison with inmates, inmate families, and service providers.
 - B. Assists in coordinating and participating in unit classification committee meetings; identifies problem areas, service gaps, and areas that are barriers to services for inmates; and develops and maintains classification committee records to include inmate unit file, committee docket, inmate travel card, and automated records.
 - C. Provides case management services to include reviews of housing and work assignments, medical restrictions, security needs, time earning status, and custody levels; documents case records; interprets rules, regulations, policies, and procedures; and responds to routine inquiries regarding policies, procedures, rules, and regulations.
 - D. Assists in conducting unit orientation for newly assigned inmates regarding facility rules and regulations and available services and programs.
 - E. Trains and supervises the work of others.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Graduation from an accredited senior high school or equivalent or GED.
2. Four years full-time, wage-earning customer service, clerical, secretarial, criminal justice, correctional custody, law enforcement, case management, technical program support, or correctional unit operations experience. Fifteen semester hours from a college or university accredited by an organization recognized by the Council for Higher Education accreditation (CHEA) or by the United States Department of Education (USDE) may be substituted for each six months of experience.
3. Experience in the supervision of employees preferred.
4. Inmate classification experience preferred.

B. Knowledge and Skills

1. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
2. Knowledge of case management principles, objectives, standards, and methods.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Knowledge of community resources preferred.
5. Skill to communicate ideas and instructions clearly and concisely.
6. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in problem-solving techniques.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
10. Skill to prepare and maintain complex records and files in an automated system.

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11. Skill in the electronic transmission of communications.
12. Skill to assess inmate needs.
13. Skill to coordinate inmate services.
14. Skill to train and supervise the work of others.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, dolly, and automobile.