

## STAFF CLIENT LIAISON

DISTINGUISHING FEATURES OF THE CLASS: This work involves facilitating holistic representation of clients and support for their families. Work in this position is administered with respect for the confidentiality of client matters as required under applicable ethical guidelines for Attorney-Client Privilege and Client Confidentiality. Employees in this class are expected to assist clients in applying for services and following through with their treatment plans. Unlike a Staff Social Worker, this job will not encompass preparing sentencing memorandums, rather the focus will be on connecting clients with support systems that address gaps in their mental and physical health and lead to them thriving in the community. An incumbent works under the direction of the Public Defender who may define or limit the work to be performed. A Staff Client Liaison will do related work as required.

### TYPICAL WORK ACTIVITIES:

- Assists with getting young adults or developmentally delayed clients set up with appropriate housing, programs, drug/alcohol evaluations and/or other court ordered programs that will benefit the client's legal outcomes;
- Facilitates constructive conversations with the attorney and parents;
- Assists parents of youth impacted by Raise the Age legislation in helping them obtain resources that will benefit the minor;
- Works with the attorney and parents of the youth to apprise and explain the court process that their child is going through so that they understand the proceedings and can be a positive support for the minor;
- Collaborates confidentially with the legal team;
- Coordinates client's access to treatment and assistance with issues including housing, employment, benefits, counseling, etc.;
- Maintains client files.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of criminal justice and family court systems; good knowledge of mental health, substance abuse, and parenting systems and services; good knowledge of the policies and procedures of the Public Defender's Office; ability to assess the need for professional counseling and make appropriate referrals; ability to develop and maintain satisfactory working relationships with clients; ability to work independently; ability to communicate effectively both orally and in writing; ability to work as part of a team; ability to organize and maintain accurate records and files for clients; sound judgment.

### MINIMUM QUALIFICATIONS:

- A) Possession of an Associate's Degree in Human Services or related degree and one (1) year of experience working with young adults or persons with developmental delays;

OR

- B) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience working with young adults or persons with developmental delays;

OR

- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

*SPECIAL REQUIREMENT:* Possess and maintain a driver's license to operate a vehicle in New York State and availability of an appropriate vehicle in meeting the transportation requirements of the job.

## CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 10/1/2019

Revised: 7/15/22