



JOB DESCRIPTION

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Building Opportunities for Self Sufficiency, nor does it in any way alter the employment-at-will relationship that exists between employees and Building Opportunities for Self Sufficiency. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

PROGRAM:	PRETRIAL EXPANSION PROGRAM
JOB TITLE:	Case Manager / Court Navigator
REPORTS TO:	Program Supervisor
LOCATION:	Courthouse-Based (Wiley W. Manuel, Rene C. Davidson, East County Hall of Justice)
FLSA STATUS:	Non-Exempt (Full Time)
BARGAINING UNIT:	Local Union #1991, IUPAT, AFL-CIO.
COMPENSATION:	\$76,000.00

ORGANIZATION

The mission of BOSS is to help homeless, poor, and disabled people achieve health and self-sufficiency, and to fight against the root causes of poverty and homelessness. The organization was founded in 1971 by a group of volunteers from the Hillel Streetwork Project in Berkeley who responded to the needs of mentally ill individuals being released to the streets by state hospital closures. Today, BOSS develops solutions to mass homelessness, mass incarceration and community violence and is dedicated to the inclusion of people marginalized by addiction, trauma, criminality, incarceration, poverty, racism, sexism, homelessness and violence with an intentional focus on four areas of service with Housing Security, Criminal Justice Reentry, Neighborhood Safety, and Social Justice Programs and services. BOSS works one-on-one with each family and each individual to help them achieve stable income, permanent affordable housing, and lasting wellness.

Position Overview

The Case Manager / Court Navigator provides direct client services, court-based navigation, and individualized case management for participants in the Pretrial Expansion Program. This role ensures that clients receive timely intake, clear understanding of expectations, and warm handoffs to supportive services that promote stability and compliance with Court orders.

By combining case management with courtroom navigation, the Case Manager / Court Navigator plays a critical role in supporting clients' success, strengthening court appearance rates, and reducing recidivism.

Key Responsibilities

Intake, Enrollment & Assessment

- Conduct intakes and enrollments within 24 hours of Court referral.
- Complete urgent needs assessments to identify immediate barriers (housing, transportation, medication, food, etc.).
- Develop individualized service plans with participants that align with court requirements and personal goals.

Court Compliance & Client Support

- Ensure participants have an accurate and complete understanding of their release conditions, expectations, requirements, and special orders.
- Work with participants to create calendars and reminder systems for key court dates and required tasks.
- Provide regular text, phone, and in-person reminders to promote compliance.
- Clarify court processes and expectations to reduce confusion and anxiety.

- Conduct planned and random drug/alcohol testing as ordered by the Court and document results.

Accessibility & Accommodation

- Secure interpreters or other accommodations for clients with limited English proficiency or disabilities to ensure service access and compliance with the ADA.

Service Linkage & Navigation

- Provide warm handoffs and sustainable connections to services, including housing, behavioral health, substance use treatment, employment, and peer mentoring.
- Continually network and coordinate with community service providers to expand available resources.

Courtroom Support & Navigation

- Staff Court arraignment departments and support judges/attorneys in identifying appropriate service referrals for individuals released from custody.
- Submit referrals from Court to the Program Supervisor for assignment.
- Act as liaison between participants, the Court, and ACPD during the pretrial process.

Data Collection, Documentation & Reporting

- Maintain accurate and up-to-date client case files, including intake forms, service plans, progress notes, and compliance documentation.
- Collect all required data for program evaluation and reporting to ACPD and the Courts.
- Notify the Supervisor immediately of violations, drug test results, client concerns, or other key issues.

Collaboration & Teamwork

- Work closely with Program Supervisors, Intake/Assessment Coordinators, and QA Specialists to ensure program fidelity.
- Participate in staff meetings, case conferences, and stakeholder coordination meetings.
- Build strong, professional relationships with community partners, attorneys, and probation staff.

Qualifications

Education: Bachelor's degree in Social Work, Criminal Justice, Psychology, Sociology, or related field preferred; equivalent lived/professional experience considered.

- **Experience:**
 - At least 2 years providing case management or navigation services to justice-involved, homeless, or high-barrier populations.
 - Experience working in court, probation, or criminal justice environments strongly preferred.
- **Knowledge/Skills:**
 - Familiarity with Alameda County Courts, ACPD, and service systems a plus.
 - Strong understanding of trauma-informed care, motivational interviewing, harm reduction, and cultural responsiveness.
 - Skilled in documentation, data entry, and compliance with court reporting requirements.
 - Excellent communication, organizational, and crisis intervention skills.
 - Proficiency with data entry, case management systems, Google Workspace and Microsoft Office Suite.
- **Other Requirements:**
 - **Background Check & Live Scan:** Employment is contingent upon successful completion of a DOJ/FBI background check and Live Scan fingerprinting.
 - **Valid California Driver's License:** Candidates must provide a 5 year DMV printout; possess and maintain a valid California Driver's License in good standing.
 - **Reliable Transportation:** This position requires regular travel between program sites and may involve transporting participants.
 - **Automobile Insurance:** Employees who drive on behalf of the organization must carry current, valid automobile insurance with coverage appropriate for transporting program participants and must add BOSS as additionally insured. Proof of insurance is required upon hire and must be kept up to date.
 - **Bilingual** in Spanish or another threshold language highly desirable.

Core Competencies

- Client-Centered & Trauma-Informed Engagement
- Court Navigation & Legal System Collaboration
- Cultural Humility & Responsiveness
- Crisis Management & Problem-Solving

- Data Accuracy & Compliance Reporting
- Professionalism & Ethical Boundaries

Compensation & Benefits

BOSS offers a competitive salary commensurate with experience, along with a comprehensive benefits package including health, dental, vision, retirement contributions, paid time off, and professional development opportunities.

Additional Requirements:

- Must be able to lift up to 25 lbs., climb stairs, and perform walking inspections of the property.

LANGUAGE SKILLS:

Ability to read and comprehend instructions, short correspondence, memos, business correspondence and all other mental health related documents. Ability to write clear, concise and accurate correspondence. Effective oral and written communication skills.

MATHEMATICAL SKILLS:

College level mathematical skills required.

REASONING ABILITY:

Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram form. Demonstrated skill with problem solving techniques.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by staff member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

MENTAL DEMANDS:

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and/or level of distractions in the work environment are usually moderate.