



Case Manager - Sheriff

Job Description

Department: Sheriff
Position: Career Service
Grade: 721
Supervisory: No
Reports to: Food Service Administrator - Sworn

Summary

Under general guidance and direction of the Food Service Administrator – Sworn, identifies inmate service and support needs through non-clinical case management processes at the Utah County Security Center. Provides case management support through service coordination, referrals, advocacy, and linkage to community-based resources. Monitors individual progress toward established case management goals and objectives. Participates in crisis de-escalation and coordinates access to psychosocial and supportive services through appropriate community agencies and licensed professionals. Incumbents in this classification have working knowledge of applicable policies, procedures, and laws governing assigned work.

This position does **not** perform clinical diagnosis, psychotherapy, or treatment. All clinical services are provided by appropriately licensed professionals.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Oversee assigned case management activities; coordinate inmate admissions to and releases from programs, as needed.
2. Conduct non-clinical screenings and information-gathering activities to identify inmate service and support needs; interview individuals, as needed; provide information regarding available programs and services and make appropriate referrals.
3. Coordinate community-based resources and services; create referrals, as needed; consult and collaborate with outside treatment providers and social service agencies for continuity of care; assist inmates in understanding available and appropriate community resources.
4. Advocate for individualized services and supports for inmates; assist inmates with applying for and accessing appropriate community-based programs and resources.
5. Monitor inmate participation and conduct related to assigned programs; maintain accurate and timely documentation of activities and observed progress in the electronic health record or case management system.

For Office Use Only

Job Code: 5401
Job Title: Case Manager - Sheriff
FLSA: Non-Exempt
Effective Date: 1/17/2026
Public Safety: No

Worker's Compensation: Clerical
Background Level: Civilian
Safety Sensitive: Yes
DOT: No
ML: Individual Contributor

6. Provide crisis support and de-escalation strategies within the scope of non-clinical case management; coordinate referrals to licensed clinical staff, including the Jail Therapist, when indicated.
7. Oversee facilitation of educational or rehabilitative classes offered to inmates; prepare class schedules; assign instructors; and assist with instructor onboarding and training, as appropriate.
8. Create, maintain, and submit accurate records to supervisor and the court, as requested; ensure compliance with documentation and performance standards.
9. Prepare statistical and programmatic reports to support monitoring of participation, outcomes, expenditures, and grant requirements.
10. Maintain current knowledge of non-clinical screening tools, case management practices, criminal justice systems, and community resources; attend required trainings and comply with in-service education requirements.
11. Act as agency representative in court and interagency meetings; provide factual, non-clinical information to judges, court personnel, and partner agencies, as needed.

Knowledge, Skills, and Abilities

- Knowledge of interviewing and information-gathering techniques
- Knowledge of non-clinical case management principles and methods
- Knowledge of professional and organizational ethics applicable to non-licensed case management roles
- Knowledge of non-clinical mental health and substance use screening tools used for referral and service coordination
- Knowledge of inmate reentry processes and community resources for individuals released from custody
- Knowledge of roles and scopes of practice of licensed substance use disorder and mental health providers for referral purposes
- Knowledge of the criminal justice systems, court processes, and related documentation requirements
- Knowledge of community based mental health, substance use, housing, employment, and social service systems
- Skilled in recognizing indicators of mental health or substance use concerns for purposes of referral and service linkage
- Skilled in crisis support and de-escalation techniques appropriate to non-clinical environments
- Skilled in operating standard office and computer equipment
- Skilled in preparing clear, accurate case notes, reports, and statistical summaries
- Skilled in coordinating health and community resources to support individualized service plans
- Ability to maintain cooperative working relationships with those contacted in the course of work activities
- Ability to function in an unbiased, respectful manner with individuals from diverse backgrounds

For Office Use Only

Job Code: 5401
Job Title: Case Manager - Sheriff
FLSA: Non-Exempt
Effective Date: 1/17/2026
Public Safety: No

Worker's Compensation: Clerical
Background Level: Civilian
Safety Sensitive: Yes
DOT: No
ML: Individual Contributor

- Ability to monitor participation in assigned programs and report observed outcomes related to case management goals
- Ability to communicate effectively, both verbally and in writing

Supervisory Responsibility

This position has no direct supervisory responsibility but may serve as a coach and mentor for other positions in the department.

Work Environment

Work is typically performed in environmentally controlled areas in within the Utah County Security Center. This role routinely uses standard office equipment. Work involves exposure to potentially hostile environments, individuals experiencing emotional distress, and communicable illnesses. Noise levels may range from moderate to loud. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision, ability to adjust focus, and ability to distinguish between shades of color and patterns. The employee is required to type, file, and lift supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work eighty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Bachelor's degree in Social Work, Psychology, Sociology, Criminal Justice, Human Services, or a closely related field.

For Office Use Only

Job Code: 5401
 Job Title: Case Manager - Sheriff
 FLSA: Non-Exempt
 Effective Date: 1/17/2026
 Public Safety: No

Worker's Compensation: Clerical
 Background Level: Civilian
 Safety Sensitive: Yes
 DOT: No
 ML: Individual Contributor

2. Two (2) years of experience in non-clinical case management, reentry services, community services, corrections, social services, or a related human services field involving service coordination and referrals.
3. Experience may include work with justice-involved individuals, victims, individuals with substance use concerns, or individuals experiencing mental health challenges in a non-clinical capacity.
4. Equivalent combinations of education and experience may also be considered.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

For Office Use Only

Job Code: 5401
Job Title: Case Manager - Sheriff
FLSA: Non-Exempt
Effective Date: 1/17/2026
Public Safety: No

Worker's Compensation: Clerical
Background Level: Civilian
Safety Sensitive: Yes
DOT: No
ML: Individual Contributor