Mid-Iowa Community Action, Inc. **Job Description**

**TITLE: Bilingual Tracker**

**Reports to:** Tracker Supervisor

**Job Summary**

Contributes to mission and vision of MICA by creating a positive, respectful, and safe environment when working with adolescents, families and agency and community partners. This position works with adolescents who have been referred to the juvenile court system within the 2nd Judicial District. Responsible for supervising /monitoring adolescents in a variety of activities, including recreational, home, educational, treatment and community. Uses bilingual skills to provide services to non-English speaking families as needed and as approved by the Human Resources department. Required to use own vehicle to transport caseload adolescents to activities as needed. The position is a casual position that may include evenings and weekends. Weekly work hours are negotiated with assigned juvenile court officer (JCO). The person in this position works out of his/her own home and is responsible for providing his/her own computer, cell phone and any other electronic equipment used in the performance of this job, including but not limited to internet connectivity.

**Summary of Essential Job Functions**

Build and maintain positive relationships with adolescents, families, program staff, and agency and community partners as needed to provide excellent services.

Maintain the safety and welfare of caseload participants and staff at all times

* Must be able to identify and visually monitor participants in their daily environments in order to assess development and assure safety
* Must maintain confidentiality of participants and families at all times
* Must obtain and maintain First Aid and CPR certifications
* Must obtain and maintain Mandatory Child Abuse Reporter Training
* Immediately report any emergencies regarding assigned caseload participants to the Juvenile Court Officer (JCO) responsible for the case
* May not use any physical intervention or restraint without appropriate training and permission from your supervisor.

Compliance

A staff member with interpreting and/or translation skills will be designated as an Interpreter, a Translator or both based on an assessment done by the Human Resources Department.

* May do oral interpretation of discussions, or provide direct service in specified non-English language if approved as an Interpreter.
* May provide written translation of documents and messages into specified language if approved as a Translator, and only at the direction of the supervisor.

Ensures adequate and appropriate supervision for all caseload participants in any and all phases of their activities, including recreational, home, educational, treatment and community. **The person in this position may perform the following tasks as appropriate for his/her abilities, the needs of the caseload participants and as negotiated with the JCO:**

* Transport participants as needed to appropriate activities
* Assist with setting up community service and/or restitution
* Assist participants in securing and retaining employment
* Assist the participant and family in skill development activities recommended in case plans
* Perform curfew checks as directed
* Perform random urinalysis and/or oral swabs on participants as needed/directed
* Assist in the Electronic Monitoring program

Documentation and Reporting

* Make a minimum of one weekly contact with the JCO in charge of each case
* Attend staff meetings and court hearings as directed
* Complete required documentation, case notes and reports in a timely manner
  + MICA’s electronic data system must be used for submitting documentation and case notes
* Complete timesheets and mileage sheets accurately and in a timely manner
* Assist JCO in gaining case information as directed

Develop skills and knowledge related to the position

* Responsible for learning and understanding agency policies, regulations and guidelines as they apply to the performance of the job
* Continue professional growth through reading, seminars, in-service trainings and a variety of training mediums

**Knowledge, Skills and Attitudes:**

* Able to read, write and speak the English language
* Committed to the concept of diversity and the inherent worth of every individual
* Strong commitment to achieving results
* Strong communication skills, including listening skills
* Strong ability to think and reason independently, and to make critical judgments within agency and program guidelines
  + Utilizes problem solving skills in all situations, identifying a range of reasonable options and alternatives
  + Knows how to use data to inform decisions to create best practice
* Dedicated to continuous learning
* Must be able to maintain *strict* confidentiality
* Strong computer skills. Must be able to learn and effectively use a variety of computing software, electronic devices and databases

**Working Conditions (Essential physical, mental and emotional demands)**

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

* Generally a 10 hour week, negotiated with JCO and supervisor
* This position requires mental and emotional work. Strong ability to think and reason independently, maintain objectivity and to exercise sound judgment.

1. Provide the agency with a physical exam at time of hire and every two years thereafter.
2. The physical environment requires the employee to function well in a variety of physical environments, including caseload homes and a variety of community venues.
3. This position requires frequent driving about the MICA and program service area.

* Must have and maintain reliable transportation, a valid driver’s license and proof of automobile insurance
* Must have and maintain a Class D driver’s license
* This position may transport participants per caseload need and is allowed to do so according to agency policy

1. The person in this position frequently communicates with community members and colleagues, both one-on-one and in groups, regarding agency programs. Must be able to exchange accurate information in these situations.
2. Frequently operates a computer or other electronic mobile device for purposes of documentation and communication

**Education & Experience**

**Required:**

* High school diploma, or GED or equivalent
* Prefer experience in human services, youth programs, juvenile justice or similar fields
* Demonstrated level of proficiency in reading, writing and speaking the English language and other specified language in order to provide oral interpretation

**Preferred:**

* Demonstrated level of proficiency in reading, writing and speaking the English language and other specified language in order to provide oral interpretation and/or written translation
* Previous interpreting/translating experience

**Other:**

**Candidates offered the position must meet the following criteria:**

* Successful completion of all background checks at hire and thereafter according to agency and program standards.

**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 for this job. Duties, responsibilities and activities may change at any time with or without notice.

Additional information

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| Job code | Tracker | Management? (Yes/No) | No |
| Generic title | Tracker | FLSA status  Classification | Non-Exempt  (Casual) |
| Pay grade | Band 5 | Revised | December 2019 |
| EEO 1 Category 6 | Administrative Support Worker |  |  |

**EQUAL OPPORTUNITY EMPLOYER**

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Signature of Employee Date