

County of Henrico Job Classification

Services Coordinator – JDR Court



General Summary of Classification:

Performs advanced system coordination, case synthesis, and multi agency consultation for the Family Court. Independently analyzes complex, multi system youth cases, synthesizes information from behavioral health, education, juvenile justice, social services, and community programs, and provides objective summaries to judicial stakeholders. Advises on service system navigation, diversion options, and resource availability; resolves complex system related questions with minimal supervision; manages high risk or high conflict situations professionally; supports program data tracking, court outcomes reporting, and grant compliance. Performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

- Reviews complex referrals involving youth and families and synthesizes information from multiple child serving systems to support judicial decision making.
- Prepares advanced written summaries detailing system involvement, risk considerations, service gaps, eligibility requirements, and resource availability.
- Advises judges and court personnel on diversion pathways, service system processes, and appropriate intervention levels based on multi-system analysis.
- Maintains comprehensive knowledge of regional behavioral health, educational, developmental, and youth-serving resources including access barriers, waitlists, and system requirements.
- Facilitates multi agency information flow and identifies system-level barriers to ensure accurate, timely understanding of youth-serving systems.
- Participates in multidisciplinary discussions to provide system context, resource information, and neutral interpretation of multi system documentation
- Independently analyzes complex case files involving high risk youth to support informed judicial decision making
- Supports program-level data collection, analysis, and reporting related to court outcomes, service utilization, and systems involvement.
- Assists with grant management tasks, including monitoring compliance, compiling required performance data, preparing documentation, and coordinating with grant-funded programs.
- Communicates professionally and consistently with judges, magistrates, attorneys, school personnel, social services, treatment providers, and community stakeholders.
- Maintains accurate records and documentation in accordance with confidentiality requirements and applicable laws.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Advanced knowledge of youth-serving systems including behavioral health, juvenile justice, child welfare, social services, and education; strong ability to interpret evaluations, plans, assessments, and multi-agency records; ability to analyze complex cases involving high-risk youth with trauma, dual diagnoses, and co-occurring disorders; understanding of trauma-informed practices, diversion strategies, and evidence-based interventions; ability to apply sound decision-making in complex and high-pressure situations with minimal supervision.
- **Technical:** Ability to synthesize multi-source information; familiarity with data collection, reporting systems, and grant compliance requirements; proficiency with documentation systems and electronic records.
- **Interpersonal, Communication and Customer Service:** Excellent written and verbal communication skills; ability to present complex system information clearly, concisely, and tactfully; strong ability to collaborate with diverse stakeholders; ability to maintain professional resilience and boundaries in high-stress or high-conflict environments.
- **Decision-making and Authority:** Exercises independent judgment in complex cases; prioritizes tasks and deadlines with minimal oversight; identifies system gaps, service barriers, and intervention pathways based on advanced analysis.
- **Leadership:** Non-supervisory; serves as a subject-matter resource for judicial personnel and partner agencies; provides structured guidance to stakeholders; participates in system improvement and interagency coordination.
- **Environment:** Works in office, courtroom, and community settings; may travel to schools, agencies, treatment facilities, and partner organizations.
- **Physical:** Ability to review detailed written and electronic records; ability to sit or stand for extended periods; may require local travel.

Minimum Education and Experience:

- **Education:** Four (4) year degree in social work, psychology or other relevant behavioral health field that provides sound working knowledge of the criminal justice system, substance abuse, treatment programs and community resources.
- **Experience:** Five (5) years of progressively responsible experience working with youth and families in behavioral health, juvenile justice, child welfare, school-based mental health, or family services.
- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.

This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.