



We're Hiring!

CASE MANAGER, IMPACTS

Hood River County Employment Opportunity
Parole & Probation Department

April 2026

Case Manager, IMPACTS

Are you passionate about breaking cycles and building futures?

Hood River County's Parole & Probation Department is looking for a driven, compassionate **Case Manager** to join the Program for Improving People's Access to Community-based Treatment, Support, and Services (IMPACTS) — a cutting-edge initiative designed to divert high-need individuals away from jails and emergency rooms and toward real, lasting support. In this role, you won't just manage cases — you'll change trajectories. Working at the intersection of behavioral health, housing, and criminal justice, you'll build meaningful relationships with some of the community's most vulnerable individuals while collaborating with law enforcement, healthcare providers, tribal partners, and community organizations to create coordinated care that actually works. If you thrive in dynamic environments, believe in second chances, and want your work to matter beyond a desk, this is the opportunity you've been looking for.

This is a full-time, on-site position with a M-F, 8am-5pm. It is funded by an IMPACTS grant. Funding is guaranteed through fiscal year 2027 (June 30); subsequent years are subject to annual grant application approval.

This position reports to the Parole & Probation Division Commander and the LEAD Program Analyst who set goals, assign caseloads, and review performance by observation, file audits and regular staffing needs.

Applicants will need to be familiar with and comply with the County's Personnel and Administrative Code and not have any criminal arrests or convictions. They will need to possess a working knowledge of the Parole and Probation Code of the State of Oregon (Chapter 144).

Minimum Requirements:

- Bachelor's degree in: Social Work, Psychology, Criminology, Criminal Justice Administration, or related field; OR
- Associate degree in one of the above fields and three (3) years of relevant experience; OR
- Five (5) years of relevant experience in lieu of a degree.
- Relevant experience includes case management, behavioral health services, and work with justice-involved populations. Or any equivalent combination of education and experience that demonstrates the ability to perform the duties of the position.

Essential Responsibilities:

- Conduct assessments to identify participant needs related to mental health, substance use, housing, and social supports.
- Develop, implement, and regularly update individualized service plans in collaboration with clients and partner agencies.
- Provide intensive case management and care coordination for high-risk, high-need individuals.

- Facilitate access to behavioral health treatment, substance use services, housing, and other community-based supports.
- Support diversion efforts by coordinating with law enforcement, probation, jails, and courts to reduce incarceration and hospitalization.
- Support clients in understanding and complying with supervision requirements and court conditions.
- Maintain accurate, timely, and chronological documentation of all client activity.
- Prepare reports and required documentation in accordance with program and grant requirements.
- Communicate relevant client information to supervising officers and appropriate partners in accordance with policy.
- Provide case-related information and documentation to support court and supervision processes, as appropriate.
- Implement evidence-based practices, including Motivational Interviewing, in caseload management.
- Ensure work is conducted in accordance with applicable Community Justice and program standards.
- Conduct face-to-face, collateral, and periodic field-based contact with clients as needed.
- Collaborate with internal staff and community partners to support coordinated service delivery.
- Contributes to and helps create a positive work atmosphere by behaving and communicating in a cooperative and amicable manner with supervisors, coworkers, subordinates, and members of the public.
- Perform other duties as assigned in support of program and departmental operations.

Qualifications:

- Knowledge of case management principles, including client assessment, service planning, care coordination, and documentation.
- Knowledge of behavioral health and substance use disorders and their impact on individuals and communities.
- Knowledge of community-based resources, including behavioral health, housing, medical, and social service systems.
- Understanding of the criminal legal system and challenges faced by justice-involved individuals.
- Knowledge of trauma-informed and person-centered approaches.
- Strong communication skills, including active listening and clear written and verbal communication.
- Ability to build rapport and effectively engage individuals with complex needs.
- Ability to coordinate services across multiple systems and providers.
- Strong organizational and time management skills to manage caseloads and documentation requirements.
- Problem-solving and critical thinking skills to assess needs and identify solutions.
- Ability to maintain confidentiality and exercise sound ethical judgment.
- Ability to work independently and as part of a multidisciplinary team.
- Cultural competence and ability to work effectively with diverse populations.
- Ability to advocate clients' needs, connecting them to resources, and ensuring rights are respected.
- Crisis Intervention Skills: Recognizing and responding to mental health, domestic violence, or other urgent situations.
- Proficiency in computer systems, including case management software and Microsoft Office.

- Ability to use ethical judgement and confidentiality following professional ethics, protecting client privacy, and making responsible decisions.
- Time management efficiently handling caseloads, balancing administrative work with client interactions, and meeting deadlines.

Wage Range: \$28.91 - \$39.57 per hour depending on experience

Longevity: 2.5% on base salary beginning after the 5th year of employment; additional 2.5% increase each 5-year period thereafter.

Additional Compensation: Spanish Bilingual Fluency

Benefits: 100% paid Public Employee Retirement; shared cost for medical, dental, and vision insurance; paid sick leave; paid vacation; 11 paid holidays; Flexible Spending; Deferred Compensation; and HRA.

Application Process:

Review and complete the full Hood River County Application. Applications can be found on the Hood River County website within the Services > Employment tab www.hoodrivercounty.gov

While this position will remain open until **Friday, May 22, 2026 at 5:00pm**. We will be reviewing applications frequently. If there are any questions regarding this process, please reach out to Hood River County Human Resources.

Email: hr@hoodrivercounty.gov

Phone: 541-387-6879

In Person: 601 State Street, Hood River, OR – 3rd Floor Administration Office

HOOD RIVER COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.



HOOD RIVER COUNTY

*A small county with a big mission:
Providing Quality of Life for All.*

<i>FLSA Status: Nonexempt</i>
<i>Union: Non-represented</i>
<i>Work Comp Code: 8864</i>
<i>EEOC: Skilled Professional</i>
<i>Salary Grade: 4C</i>
<i>Last Update: April 2026</i>

JOB TITLE

Case Manager, IMPACTS Division

Job Summary

The Case Manager for the IMPACTS (Improving People's Access to Community-Based Treatment, Supports, and Services) Program provides intensive care coordination for individuals with behavioral health conditions who are high utilizers of criminal justice and healthcare systems. This role focuses on diverting individuals from jail bookings, emergency department visits, and institutional placements by connecting them to evidence-based treatment, housing resources, and supportive services.

Under general supervision, the Case Manager conducts assessments, develops and implements individualized service plans, coordinates community resources, and monitors client progress toward established goals. This position works collaboratively with local public safety agencies, behavioral health providers, hospitals, tribal partners, and community organizations to support coordinated care.

The Case Manager plays a key role in improving client outcomes, enhancing data tracking and reporting, and supporting system-wide efforts to build sustainable, coordinated care networks.

Note on Funding: This position is funded by an IMPACTS grant. Funding is guaranteed through **FY25-27**; subsequent years are subject to annual grant application approval.

Essential Duties

- Conduct assessments to identify participant needs related to mental health, substance use, housing, and social supports.
- Develop, implement, and regularly update individualized service plans in collaboration with clients and partner agencies.
- Provide intensive case management and care coordination for high-risk, high-need individuals.
- Facilitate access to behavioral health treatment, substance use services, housing, and other community-based supports.
- Support diversion efforts by coordinating with law enforcement, probation, jails, and courts to reduce incarceration and hospitalization.
- Support clients in understanding and complying with supervision requirements and court conditions.
- Maintain accurate, timely, and chronological documentation of all client activity.
- Prepare reports and required documentation in accordance with program and grant requirements.
- Communicate relevant client information to supervising officers and appropriate partners in accordance with policy.
- Provide case-related information and documentation to support court and supervision processes, as appropriate.
- Implement evidence-based practices, including Motivational Interviewing, in caseload management.
- Ensure work is conducted in accordance with applicable Community Justice and program standards.
- Conduct face-to-face, collateral, and periodic field-based contact with clients as needed.
- Collaborate with internal staff and community partners to support coordinated service delivery.
- Contributes to and helps create a positive work atmosphere by behaving and communicating in a cooperative and amicable manner with supervisors, coworkers, subordinates, and members of the public.
- Perform other duties as assigned in support of program and departmental operations.

Knowledge and Skills

- Knowledge of case management principles, including client assessment, service planning, care coordination, and documentation.
- Knowledge of behavioral health and substance use disorders and their impact on individuals and communities.
- Knowledge of community-based resources, including behavioral health, housing, medical, and social service systems.
- Understanding of the criminal legal system and challenges faced by justice-involved individuals.
- Knowledge of trauma-informed and person-centered approaches.
- Strong communication skills, including active listening and clear written and verbal communication.
- Ability to build rapport and effectively engage individuals with complex needs.

- Ability to coordinate services across multiple systems and providers.
- Strong organizational and time management skills to manage caseloads and documentation requirements.
- Problem-solving and critical thinking skills to assess needs and identify solutions.
- Ability to maintain confidentiality and exercise sound ethical judgment.
- Ability to work independently and as part of a multidisciplinary team.
- Cultural competence and ability to work effectively with diverse populations.
- Ability to advocate clients' needs, connecting them to resources, and ensuring rights are respected.
- Crisis Intervention Skills: Recognizing and responding to mental health, domestic violence, or other urgent situations.
- Proficiency in computer systems, including case management software and Microsoft Office.
- Ability to use ethical judgement and confidentiality following professional ethics, protecting client privacy, and making responsible decisions.
- Time management efficiently handling caseloads, balancing administrative work with client interactions, and meeting deadlines.

Minimum Qualifications

Education and Experience:

- Bachelor's degree in: Social Work, Psychology, Criminology, Criminal Justice Administration, or related field; OR
- Associate degree in one of the above fields and three (3) years of relevant experience; OR
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- Relevant experience includes case management, behavioral health services, and work with justice-involved populations. Or any equivalent combination of education and experience that demonstrates the ability to perform the duties of the position.

Supervision Received and Exercised

- Supervision Received: Division Commander, Parole & Probation
- Supervision Exercised: None

Working Conditions

Duties are performed primarily in an office environment with periodic field-based activities. This role may encounter individuals experiencing behavioral health challenges, including those who may be under the influence, in crisis, or have communicable conditions. Occasional walking, standing, and lifting may be required.



Hood River County

APPLICATION FOR EMPLOYMENT



Conditions of employment are stated at the end of this form. Please read carefully before you sign this application. *Application must be completed in full even if attaching a resume.* It is acceptable to complete application with a computer or in blue pen.
 Please return to: Human Resources, 601 State Street, Hood River OR 97031
 Office: 541-387-6879 fax: 541-387-6868 Email: hr@hoodrivercounty.gov

Position Applied for _____ Date of Application _____

PLEASE PRINT USING BALLPOINT PEN

Personal

FULL NAME	FIRST	MIDDLE	LAST	E-mail	
PRESENT ADDRESS	STREET	CITY	STATE	ZIP	HOW LONG
PHONE NUMBER	HOME PHONE	WORK PHONE	MESSAGE		
PREVIOUS ADDRESS	STREET	CITY	STATE	ZIP	HOW LONG

Are you over the age of 18? YES NO

Are you legally authorized to work in the United States? YES NO

Have you ever worked for Hood River County before? YES NO

If yes, what department? _____ Approximate date: MO/YR _____

Education and Certifications

Type	Name of School	Location (City, State)	Area of Concentration	Mark Last Year Completed				Did you Graduate		Diploma, Degree or Certificate Received
				1	2	3	4	Y	N	
High School										
College										
Other Education										
Other Education										

SPECIAL SCHOOL OR TRAINING _____ TYPING WPM

Did you serve in the US Armed Services? Y ___ N ___ Branch of Service: _____
 If you served in the military you may be eligible for preference in employment:
 * Attach required documentation to your online application; or
 * Email required documentation to Human Resources; or
 * Mail required documentation to Human Resources at the address listed on the job announcement.

If yes, briefly describe duties and skills acquired in the service (Include dates):

Computer programs used:	Foreign Language:
	How Used: Speak ___ Read ___ Write ___

Within your field are you currently: Registered ___ Licensed ___ Certified ___
 Or eligible for: Registration ___ Licensure ___ Certification ___
 If yes, type? _____ State ___ National ___ No. _____ Date Expires: ___/___/___ No Exp: ___

PLEASE CHECK SCHEDULE AVAILABILITY:

I am available to work FULL-TIME (40 hours) I am available to work PART-TIME. Date available to work: ____

AVAILABILITY

Hours Available	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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EMPLOYMENT EXPERIENCE

PRESENT AND FORMER EMPLOYERS		DATES EMPLOY	POSITION AND DUTIES
NAME _____		FROM	
ADDRESS _____			
CITY _____ STATE _____ ZIP _____		TO	
SUPERVISOR'S NAME _____ PHONE _____			
MAY WE CONTACT? <input type="checkbox"/> YES <input type="checkbox"/> NO REASON FOR LEAVING: _____			
NAME _____		FROM	
ADDRESS _____			
CITY _____ STATE _____ ZIP _____		TO	
SUPERVISOR'S NAME _____ PHONE _____			
MAY WE CONTACT? <input type="checkbox"/> YES <input type="checkbox"/> NO REASON FOR LEAVING: _____			
NAME _____		FROM	
ADDRESS _____			
CITY _____ STATE _____ ZIP _____		TO	
SUPERVISOR'S NAME _____ PHONE _____			
MAY WE CONTACT? <input type="checkbox"/> YES <input type="checkbox"/> NO REASON FOR LEAVING: _____			
NAME _____		FROM	
ADDRESS _____			
CITY _____ STATE _____ ZIP _____		TO	
SUPERVISOR'S NAME _____ PHONE _____			
MAY WE CONTACT? <input type="checkbox"/> YES <input type="checkbox"/> NO REASON FOR LEAVING: _____			
LIST PERIODS OF UNEMPLOYMENT OF MORE THAN 30 DAYS AND EXPLAIN:			

APPLICANT STATEMENT

I understand and agree, unless otherwise covered by a collective bargaining agreement, that my employment will be and may be terminated by me or Hood River County at any time for any cause or no cause. I understand and agree that, except as provided above, all benefits, programs, rules and policies of Hood River County are subject to exceptions or change at any time as decided by Hood River County.

The information in my application was freely given and is, to the best of my knowledge, true and complete. I understand that any false, misleading answer or statement will be sufficient grounds for immediate dismissal at any time. Hood River County is hereby authorized to contact my present and past employers and references and to receive from them any information about me contained in their personnel records and any evaluations of my job knowledge, skills and performance. I hereby release the County as well as those contacted by the County from any liability or damage which may result from furnishing the information requested. The County may make copies of this authorization available to those contacted.

This company is an equal opportunity employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veteran status, disability status or any other basis prohibited by federal, state or local law. Please let us know if you need accommodations, I understand that the County requires the successful completion of a urinalysis for drug testing purposes and/or a blood alcohol test as a condition of employment. By submitting this Application for Employment, I hereby consent to either or both of said tests, at the County's discretion. In accordance with the 1986 Immigration Reform Act, proof of eligibility to work in the United States is required upon employment

Applicant's signature is required to process application. Signature _____ Date ____/____/____

Matthew T. English
Sheriff
*
Brian Rockett
Undersheriff



Jamie Hepner
Parole and Probation Commander
*
Erica Stolhand
911 Commander

REFERENCE RELEASE

As part of the application process, it is necessary for the Hood River County Sheriff's Office to conduct a thorough background investigation. This background will be used to help determine my suitability and fitness for employment and predictability for my success in the job. The information gathered prior to my employment is considered confidential and will not be used to evaluate my performance after my date of hire or to evaluate my eligibility for promotion. I agree that documents and records of information gathered as part of the background investigation concerning me shall remain confidential. I waive any and all rights I may now or may hereafter have to acquire or review this information. I understand that Hood River County Sheriff's Office may promise confidentiality of background reference information to those from whom they seek this information, and I agree that I will not attempt to obtain such documentation or information. I understand that I make this agreement as a condition of further consideration for employment and agree that it should be binding upon me whether I am hired or whether my application for employment is rejected. I understand the authority for collection of information must be signed by me, giving Hood River County Sheriff's Office and/ or their agent permission to conduct a thorough background investigation. This voluntary release allows Hood River County Sheriff's Office and/or their agent to contact agencies for release of information and accurate documentation concerning my past personal history, past employment history, financial, medical and including a criminal history check.

AGREEMENT

I certify that all answers and information submitted by me are true and complete to the best of my knowledge. I authorize you to make such investigation and inquiries of my personal, employment, educational, military, financial, medical, criminal histories and other related matters as maybe necessary in arriving at an employment decision. I hereby release employers, schools, and other persons from liability in responding to inquires in connection with my application.

In the event of my employment, I understand that false or misleading information given in my application or interview(s) may result in discharge.

Notice: A photocopy or fax of this release may be accepted as an original.

Applicant Signature

Date

Applicant Full Name (Please Print – Last – First – Middle)

Other Names Used

Residence Address (Street – City – State – Zip)

Mailing Address (If Different)

Date of Birth

Social Security Number

Driver License Number/State
