

FAMILY COURT SERVICES MANAGER

DEFINITION

Under general direction of the Court Operations Officer, the Family Court Services Manager administers the program and supervises the staff of the Family Court Services Unit. Responsibilities include developing and implementing policies and procedures for family mediation and investigation; conservatorship, guardianship, stepparent adoption investigations, examiner duties; and perform other related work as assigned.

DISTINGUISHING CHARACTERISTICS

This class is characterized by supervisory responsibility for planning, development, monitoring and coordination of the Family Court Services program in the Superior Court. Incumbents may be required to perform work within several assigned programs of difficult and complex nature and may perform routine program tasks when called upon to do so.

TYPICAL TASKS

- Plans, organizes, assigns, supervises, reviews and evaluates the work of mediators, evaluators, Court investigators, Court examiner and support staff
- Recommends selection and disciplinary actions
- Trains staff in work procedures
- Develops, recommends and implements policies and procedures for handling family mediation, evaluations, as well as conservatorship, guardianship, examiner and stepparent adoption activities
- Interprets laws and regulations to staff
- Provides technical assistance to staff as required
- Maintains current knowledge of Court decisions, changes in domestic relations and probate laws that may affect the activities of the unit
- Recommends changes to procedures and activities as required
- Maintains and directs the maintenance of accurate records and files
- Prepares operational reports regarding caseloads and services provided
- Assists the Court Operations Officer in the management of activities and operations of a large division of the Superior Court
- May direct or participate in administrative studies or projects
- May be assigned additional managerial, supervisory and/or administrative responsibilities

EMPLOYMENT STANDARDS

Knowledge of:

- Techniques and practices of effective supervision and office management
- Court system of California as it relates to family law, guardianship and conservatorship cases and a variety of civil procedures
- Community resources
- Terminology of family law, guardianship, conservatorship and civil procedures
- Personnel practices and procedures within the Court system
- Supervision and employee development
- Court statistics and reports

Ability to:

- Coordinate activities with a variety of governmental and community agencies
- Plan, organize, supervise and coordinate the work of assigned staff
- Assist in the development of community resources and acts as liaison
- Design procedures and set standards which will insure production of a quality product by Family Court Services staff
- Develop and maintain effective working relationships with and represent the Court in contact with representatives of county departments, public and private health and social service providers, law enforcement agencies, community and business organizations and the local bar
- Make decisions and independent judgments
- Communicate effectively both verbally and in writing
- Communicate effectively with people of diverse socioeconomic backgrounds and temperaments
- Understand program objectives in relation to departmental goals and procedures
- Secure cooperation and teamwork among support staff
- Determine and evaluate levels of performance
- Maintain confidentiality of information
- Recognize and respect limited authority and responsibility
- Plan, coordinate and initiate actions necessary to implement policy and administrative decisions

PHYSICAL CHARACTERISTICS

- Strength, dexterity, coordination and vision to use a keyboard and video display terminal on a daily basis
- Hearing sufficient to communicate effectively in an office, a Courtroom environment, and with the public and Court staff
- Dexterity and coordination to handle files and single pieces of paper
- Personal mobility to:
 - work in various office and Courtroom locations
 - move objects weighing up to 10 pounds such as files, stacks of papers, reference and other materials
 - move from place to place within an office
 - sit and/or stand for prolonged periods of time

EXPERIENCE/EDUCATION

Equivalent to the completion of the twelfth grade **AND** five (5) years of significant and directly related legal clerical experience in a Court related to Civil law, Family law, or judicial/administrative support with progressive administrative experience in a Court environment. At least eighteen months of supervision experience required.

OTHER REQUIREMENTS

- Possession of a valid Class C California driver's license