

***FAMILY COURT SERVICES MANAGER***

---

**DEFINITION**

Under general direction of the Director of Civil Operations 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
- Coordinates the development and presentation of parental and other relevant educational programs
- Maintains current knowledge of Court decisions, changes in domestic relations and probate laws, current mediation and investigative technology and techniques that may affect the activities of the unit
- Recommends changes to procedures and activities as required
- May perform the full range of responsibilities of a family mediator or Court evaluator on a relief or as-needed basis
- Maintains and directs the maintenance of accurate records and files
- Prepares operational reports regarding caseloads and services provided

**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
- Negotiation techniques

- Mediation skills
- Terminology of family law, guardianship, conservatorship and civil procedures
- Relevant family law Court decisions effective divorce and parenting plan arrangements
- Laws and procedures relating to child sexual or other physical abuse
- Extended family relationships

**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 and Court Investigators/Examiners staff
- Assess the physical and emotional needs of children and adults
- 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

**PHYSICAL CHARACTERISTICS**

Strength, dexterity, coordination and vision to use a keyboard and video display terminal on a daily basis. Hearing sufficient to communicate effectively. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 10 lbs. such as files, stacks of papers, reference and other materials. Moving from place to place within an office; sitting and/or standing for prolonged periods of time.

**EXPERIENCE/EDUCATION**

Master's degree in psychology, social work, marriage, family and child counseling, or other behavioral science substantially related to marriage and family interpersonal relationships AND five years of experience in counseling or psychotherapy, preferably in a setting related to the family law legal system of California. Supervisory and/or lead worker experience is highly desirable.

**OTHER REQUIREMENTS**

- License: Certification by the State of California; i.e., Licensed Clinical Social Worker; Licensed Marriage and Family Therapist
- Possession of a valid Class C California driver's license