

## **MANAGER, UNIFIED FAMILY COURT SERVICES PROGRAM**

### **DEFINITION**

Under administrative direction, to plan, organize, coordinate, and direct the Unified Family Court Services Program, including family law mediation, dependency mediation and related programs that may be developed; to supervise staff; to organize and schedule unit workload and support services; to serve as a Court liaison with other government agencies, civic groups, and the legal community; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This a special classification for the position which has responsibility for the management, administration, and supervision of the Unified Family Court Services Program.

### **REPORTS TO**

Director, Unified Family Court.

### **CLASSIFICATIONS SUPERVISED**

Supervising Mediator; Unified Family Court Services; Family Court Counselor/Mediators; Deputy Court Clerks and other support staff, as assigned.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Plans, organizes, coordinates, and directs the activities of Unified Family Court Services; develops and updates policies and procedures; develops and maintains procedure manuals, as required or needed; develops standards for employee performance evaluations; maintains and updates forms, as mandated; reviews and updates local rules of court; sets minimum standards for information to be presented in orientations; develops protocols and procedures related to work with other court programs, as well as community service organizations; compiles and updates relevant and available community resources; directs the collection of statistical information, as may be required by the State or local court needs; oversees program budget and develops necessary budgetary documentation, as needed, including the application for appropriate grant funding; consults with the Director and Supervising Mediator regarding complaints, as appropriate; provides back-up for the Director, as needed; establishes and maintains the mediation scheduling system; establishes systems to enable mediators to effectively cover each others' cases and work with that family in an informed manner, when there are staff absences; provides direct supervision to the Supervising

**MANAGER, UNIFIED FAMILY COURT MEDIATION PROGRAM - 2**

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Mediator, including performance reviews; participates in hiring and disciplinary action of staff; develops protocols for warehousing files in conjunction with the Manager of clerical staff; may assist the Clerical Manager, as requested in the supervision of clerical staff working in the Unified Family Court (UFC); reviews weekly time sheets of staff; approves time off for staff, in conjunction with Supervising Mediator; provides training for staff, as appropriate, particularly on new laws, rules, protocols and procedures; participates in meetings, including, but not limited to bench officer and staff meetings, statewide Administrative Office of the Courts (AOC) and regional Family Court Service director meetings, statewide AOC and regional Juvenile Dependency Court Mediation meetings, court managers' meeting, and other meetings as assigned by the Director of the UFC; serves as liaison between staff and Director, bench officers; attorneys, the Department of Human Services, the AOC, and other relevant agencies and /or service providers and community groups, as appropriate; and may conduct mediations, as the dictates of the overall program workload requires.

**TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

**TYPICAL WORKING CONDITIONS**

Work is performed in an office and in various courtroom locations throughout the City and County; continuous contact with judicial officers, attorneys, litigants, other staff and the general public.

The incumbent must also be able to travel to off site work locations for meetings and training.

**DESIRABLE QUALIFICATIONS**

**Knowledge of:**

- Functions and operations of the Superior Court of California, County of San Francisco, including the Unified Family Court.
- Program planning, development, and evaluation.
- Principles of public administration, management, supervision, training, and employee evaluation.
- Laws, rules, codes, regulations, policies, and legislation related to Court operations and functions, particularly those related to court mediation functions.
- Mediation methods, including applicable interpersonal techniques and requirements for completing mediations.
- Legal terminology and pleadings relevant to family and dependency cases.

- Legal procedures and requirements for filing documents in Family Code and the Health and Welfare Institutions Code.
- Budgeting and accounting principles applicable to program management and administration and to grant funding and grant oversight.
- Personal computers and software applicable to family and dependency case review and analysis.
- Principles of effective public and community relations.

**Ability to:**

- Plan, organize, administer, manage, and coordinate the services, case evaluation, and mediation functions of the Unified Family Mediation Program.
- Provide supervision, training, and work evaluation for assigned staff.
- Consult with and advise judges and Court management staff regarding family and dependency operations and services.
- Interpret, explain, and apply a variety of codes, statutes, policies, rules, procedures, instructions, and regulations related to family and dependency Court functions.
- Develop and implement goals, objectives, policies, procedures and work standards.
- Analyze complex problems and evaluate alternatives.
- Prepare clear, concise, and accurate records and reports.
- Provide guidance and direction for staff in family and dependency mediations.
- Testify in court.
- Establish and maintain effective working relationships with individuals from varying socioeconomic backgrounds.
- Effectively represent the Court in answering questions, responding to inquiries, providing assistance, and dealing with concerns from the public, community organizations, other Court staff, and other government agencies.
- Maintain confidential information when required by legal or ethical standards.
- Establish and maintain cooperative working relationships.

**Training and Experience:**

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Ten years of professional work experience in family and/or dependency mediation, preferably including five years of experience in a management and/or supervisory capacity.

**Special Requirements:**

Incumbents may be required to pass a criminal history background check. Information discovered through such a background check may become grounds for dismissal from

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employment.

*The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are "at will" employment at the pleasure of the Judges of the Superior Court of California, County of San Francisco.*