

## **COURT SERVICES MANAGER**

### CODES/PAY RANGE

Class Code: 3438

EEO Code:A

FLSA: E

Pay Range: 216

### MAJOR FUNCTION

Responsible professional and managerial work directing the operations of a major program area such as Pretrial Services and Special Services.

### FAMILY/DEPENDENCY MEDIATION

Highly responsible professional work within Court Administration, providing mediation and related services to parties in Family and Juvenile Dependency proceedings in the Seventh Judicial Circuit Court.

### ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Plans, organizes, directs and supervises Senior Court Services Officers and program managers in major program areas.

Evaluates work of Senior Court Services Officers and program managers assigned to the major program areas. Prepares and implements action plans regarding improvement in work effectiveness, productivity and personnel management. Reviews all personnel evaluations in designated program area.

May interview/investigate appropriate cases in criminal justice arena. Exercises case management skills and serves as a program representative in court. Carries limited number of active cases in area of supervision. Supervises training programs for existing staff and new employees.

Prepares periodic analyses regarding program caseloads, compliance with performance measures, budget, and fixed assets.

Prepares initial budget request, assists with budget development, and monitors budget progress. Maintains and updates Standard Operating Procedures.

Evaluates technical and communications needs and serves as program area liaison to non-departmental information resources, i.e. CJIS, FDLE. Prepares reports regarding needs for improvement to or expansion of communications and computer resources.

Represents Court Administration in relation to non-departmental entities, professional

associations, judiciary and other elements of the criminal justice system as required.

#### FAMILY/DEPENDENCY MEDIATION

Conduct mediation sessions for parties referred by the Court and explain the mediation process to said parties. Prepare and distribute mediation agreements reflecting outcomes of mediation sessions conducted. Maintain records of mediations conducted.

Evaluate the effectiveness of mediation services provided.

Perform related work as required.

#### MINIMUM QUALIFICATIONS

Bachelor's degree in Criminal Justice, Psychology, Public Administration or related field and five (5) years of experience in court, law enforcement, probation, criminal justice or related field with at least three (3) years supervisory experience in a court or law enforcement field. A Masters degree may substitute for one (1) year or required work experience.

#### FAMILY/DEPENDENCY MEDIATION

Certification as Family Mediator by the Supreme Court of Florida and one of the following three 1) Master's degree or doctorate in social work, mental health, behavioral or social sciences; 2) physician certified to practice adult or child psychiatry; 3) attorney or certified public accountant certified to practice in any United States jurisdiction. Also, otherwise meet the requirements set forth in Rule 10.100(b), Florida Rules for Certified and Court Appointed Mediators. Candidate must agree to obtain certification as a Dependency Mediator (Rule 10.100(d)) within one year of his/her employment.

Must have no felony convictions.

#### KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of management/supervisory principles, practices and techniques. Knowledge of court structure, procedures and operations. Knowledge of budgetary principles and practices. Knowledge of investigative techniques. Knowledge of penal rules and regulations. Knowledge of jail booking procedures. Knowledge of laws and procedures relating to maintenance of confidential court records.

Ability to manage and supervise others effectively. Ability to plan and execute management plan effectively. Ability to prepare and defend budgets and capital needs assessments. Ability to prepare and negotiate contracts. Ability to learn and use personal computers. Ability to communicate effectively with defendants regarding release compliance issues and availability of resources. Ability to manage case loads and assist clients.

#### FAMILY/DEPENDENCY MEDIATION

Knowledge of the responsibilities and authority of family and juvenile dependency mediators. Knowledge of and ability to interpret and apply Florida Statutes and case law concerning dissolution of marriage, paternity, support unconnected with dissolution of marriage, grandparent

visitation, child support, adoption and juvenile dependency, including Chapters 39, 61, 63 and 409, Florida Statutes. Ability to work with litigants who are in stressful situations

Knowledge of and ability to apply child support guidelines and determine appropriate exceptions and modifications.

All other knowledge, skills and abilities as described above.

#### ADA REQUIREMENTS

Mental Demands: Ability to read and comprehend complex professional and technical journals, manuals, procedures, legal documents, statutes, financial records; memos, reports, abstracts, summaries. Ability to write complex reports, evaluations, summaries, financial reports, opinions speeches. Ability to speak publicly; conversant in theory and practices of discipline. Ability to perform general mathematical functions. Ability to analyze data and develop conclusions. Ability to identify and resolve problems.

Environmental Demands: Inside work.

Physical Demands: Sedentary work. Ability to talk; finger dexterity.

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