



September 2021
FLSA: EXEMPT
CLASS CODE: 07818

FAMILY LAW FACILITATOR

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Court's Family Law program as mandated by the Family Law Code, including 10000-10012; oversees legal service to litigants not represented by counsel; facilitates and expedites family law proceedings related to child support, spousal support, and health insurance matters; performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Assistant Court Executive Officer. Exercises general supervision and direction over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a single-position classification that oversees, directs, and participates in all activities of the Court's Self-Help Center, including short- and long-term planning and development and administration of departmental policies, procedures, and services. Successful performance of the work requires knowledge of the law, Court functions and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering Court goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Self-Help Center.
- Selects, trains, motivates, and directs Self-Help staff; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; recommends and implements discipline and termination procedures; responds to staff questions and concerns.
- Develops and facilitates in-house training for Self-Help Center staff.
- Designs, implements, and distributes various forms, brochures, and informational packets in order to support litigants unrepresented by counsel; provides educational materials to parents concerning authenticating parentage and establishing, modifying, and enforcing child and spousal support in the courts.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Court needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships;

identifies opportunities for improvement; directs the implementation of change; prepares various reports on operations and activities.

- Represents the Self-Help Center to other Court departments, community groups, and outside agencies; explains and interprets program, policies, and activities; negotiates and resolves significant and controversial issues; identifies community resources related to the Self-Help Center services; provides outreach and training to various outside agencies and community groups; provides parents and children with referrals to local child support agencies, family court services, and other community agencies.
- Participates in the development, administration and oversight of the department budget.
- Attends and participates in professional group meetings and trainings; stays abreast of new trends and innovations in the field of family law and other services as they relate to the area of assignment.
- Monitors changes in laws, regulations, and technology that may affect Court or departmental operations; implements policy and procedural changes as required.
- Confers with local attorneys on case assistance, minute orders, complaints, and case disputes.
- Provides assistance to the Court Judge and Commissioner as needed.
- Participates in various Court committees.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Court-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Federal, State, and local laws, statutes, and ordinances with emphasis on Family law.
- Federal, State, and local trial and appeal procedures and methods of case preparation and presentation for Family law matters.
- Methods of legal research, including computer research.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Court in contacts with governmental agencies, community groups, and various legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public and Court staff.

Ability to:

- Provide sound legal support to litigants unrepresented by counsel.
- Determine alternative legal and administrative approaches to solving problems.
- Analyze and prepare a wide variety of legal documents.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas; research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Provide administrative and professional leadership and direction for the department and the Court.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.

- Plan, organize, direct, and coordinate the work of professional and legal support personnel; delegate authority and responsibility; select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Collaborate effectively and represent the Court and the department in meetings with governmental agencies and community groups.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Mediate disputes and complaints.
- Conduct research projects, evaluate alternatives, make sound recommendations, and prepare effective staff reports.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Possession of a Juris Doctorate degree from an accredited school of law and five (5) years of experience in the practice of law, and three (3) years of mediation or litigation experience in the field of family law.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a California State Bar license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Court and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Revised: September 2021