

Case Manager: Friend of the Court

GENERAL SUMMARY

Primary function of this job is to conduct investigations, make recommendations to the court, and enforce court orders regarding child custody, parenting time, child support, and/or medical insurance coverage. Employees in this job have no formal supervisory role, however, may train, guide, prioritize, or lead case management assistants or other employees in the designated work unit. Employees work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations.

This position may require irregular hours. It may also require travel by the employee in the employee's own vehicle.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Manages caseload, which involves reviewing complaints and related records.
- Performs investigations and makes recommendations to the court for orders regarding custody, support, and parenting time. Coordinates and networks with other external agencies.
- Reviews, analyzes, and makes determinations related to accounting adjustments and modifications for child support payments.
- Evaluates and makes determinations regarding escrowing child support, refunding child support, applying child support to different accounts, and reimbursement of health insurance premiums.
- Facilitates meetings and interviews with clients to determine appropriate recommendations, which involves implementing mediation and conflict de-escalation techniques. Assists parents with altering case conditions.
- Enforces provisions of court orders regarding child custody, support, and parenting time for assigned caseload. Prepares and revises modifications to court orders.
- Prepares comprehensive written recommendations and reports related to cases.
- Coordinates, organizes, facilitates, and administers parental education program designed to educate parents on the effects of divorce on children, which includes identifying appropriate community representatives and Court representative to facilitate program meetings.
- Answers questions and supplies detailed information about programs and activities to other employees, clients, external agencies, and the public.
- Participates in/on a variety of meetings, professional development groups, organizations, and/or other related groups.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Bachelor's Degree in Counseling or a related field.
- Two to four years of related experience that demonstrates the ability to handle a large complex caseload.

CERTIFICATIONS, LICENSES (minimum requirements)

- Must have valid drivers license and personal vehicle insurance and maintain eligibility to drive as per the County's Vehicle policy.

CONDITIONS OF EMPLOYMENT (legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work involves the development of new guidelines and techniques, establishing criteria or developing new information in which guidelines may not exist for all situations. Considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances, and to make decisions in major areas where there may be uncertainty in approach, methodology, and interpretation. Errors could cause serious, long- term consequences involving substantial financial costs.

Compared to Case Managers in non-court departments, this job involves conducting investigations, mediating between parties, as well as recommending and enforcing court orders.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is primarily performed in an office or indoor environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)
- May be exposed to infectious diseases and/or criminal suspects or prison inmates

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Skill in conducting investigations and mediating issues with parties and their family members.
- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Knowledge of applicable subject areas (Child Custody Act, child support guidelines, etc.), as well as relevant court terminology, processes, and procedures
- Knowledge of community resources
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search for and compile data (such as MICSES, Citrix Data Warehouse, Credit Bureau, etc.)
- Skill in assessing clients needs and in assisting clients to seek solutions to problems
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners and telephones
- Skill in researching and resolving problems in order to ensure compliance with court orders and agreements between parties
- Ability to effectively manage a high volume of cases
- Ability to handle multiple tasks simultaneously with frequent interruptions
- Ability to assess and provide guidance within area of specialized knowledge
- Ability to analyze and evaluate client financial status
- Ability to interpret and explain policies, processes, regulations, and applicable laws within area of expertise in layman's terms
- Ability to consistently demonstrate sound ethics and judgment
- Ability to display tact, emotional stability and patience while dealing with distressed individuals and to make immediate decisions in difficult and/or emergency situations
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to facilitate meetings effectively and efficiently
- Ability to effectively assess and guide both individuals and their families in their area of expertise
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently