



Program Supervisor

Class Code:
4794

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Aug 12, 2008
Revision Date: Aug 12, 2008

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general direction, to manage the court-wide program(s) in complex, specialized, or sensitive functional area(s) within organizational and policy confines while ensuring accomplishment of organizational goals and objectives; to supervise professional staff in the delivery of court services to clients; and to perform other related duties as assigned.

DISTINGUISHING FEATURES

This is a first line supervisory position that reports to a Bureau Chief. This class is distinguished from the lower class of Child Custody Recommending Counselor, (Family Law) and Mediator (Juvenile Law) in that the latter provides direct services to litigants, whereas the Court Program Supervisor has direct program supervision of the court-wide specialized program area.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Oversees the quality, timeliness and efficiency of the delivery of services to litigants in a designated area; consults with staff on difficult and high profile cases; assures high quality customer service.
2. Develops and ensures the application of best practices, policies and procedures in response to changes in the standards of professional practice, statewide Rules of Court and statutory mandates, and local Court Rules and practices.
3. Serves as liaison between program(s) and judicial officers, court staff and management; serves

as liaison between court program(s) and judicial officers, the Administrative Office of the Courts, other trial courts and community agencies; staffs and participates in court and community committees.

4. Develops, updates and revises forms and materials used by court staff or for public informational purposes.
5. Provides for the training and professional development of professional and paraprofessional staff in a program and ensures compliance with statewide standards and Rules of Court; conducts performance appraisals, creates performance and development plans for employees, conducts periodic discussions about progress on performance and development plans; recommends selection of staff and initiates disciplinary measures as needed.
6. Provides direct services to difficult and high profile cases as needed.
7. May analyze changes in regulations; evaluates the impact upon program operations and drafts policy and procedural changes as required.
8. Participates in Families and Children's Bureau management team.
9. Participates in court and community committees in developing court policies. Priorities, goals and objectives and assists in their implementation as necessary.
10. Represents the specialized program area to internal and external customers, including the Administrative Office of the Courts, and other trial courts on issues pertaining to the Bureau or the program's functional areas.
11. Prepares a variety of correspondence, periodic and special reports, narrative and statistical reports, grant proposals, informational publications, program documentation, policies, procedures and other written materials; may access varied data bases or use information from various sources to prepare such materials.
12. Operates a variety of modern office equipment, including a personal computer, fax, and copier; may drive a state or personal vehicle to attend meeting.
13. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Option I

Experience:

The equivalent of three years of full-time experience as a Child Custody Recommending

Counselor (Family Law) or Mediator (Juvenile Law) in the Superior Court of California, County of Alameda classified service.

Or Option II

Education:

Possession of a Master's degree from an accredited college or university in , psychology, , social work, marriage and family counseling or other behavioral science substantially related to marriage and family interpersonal relationships.

And

Experience:

The equivalent of four years of experience in program development, implementation, management and evaluation, including supervision of professional and support staff in a court or other related setting.

California licensure as a marriage and family therapist, clinical social worker or psychologist is preferred.

KNOWLEDGE AND ABILITIES:

Knowledge of supervision principles and practices, including goal setting; work planning, employee development and supervision; resource allocation; and employee discipline; principles and practices of program design, development, implementation and management; principles and practices relating to the functional area to which assigned; the California judicial system and local court operations and procedures; problem-solving and conflict resolution methods and techniques; operation of personal computers and the use of specified computer applications, including word processing and spreadsheets; principles and techniques of preparing effective oral presentations; principles and techniques of preparing a variety of effective written materials; California laws and statutes related to assigned area of work; and research methods and principles of program evaluation; adult psychopathology and the psychology of families; child development, child abuse, clinical issues related to children; the effects of divorce on children, the effects of domestic violence on children and families; child custody research sufficient to assess the mental health needs of children; resources in the community to which clients can be referred for assistance.

Ability to develop and implement goals, objectives, policies, procedures and work standards; manage programs and supervise staff; translate unit goals, objectives and policies into day-to-day

operations; develop effective work teams and motivate individuals to meet goals and objectives; provide services in the most effective and efficient manner; use initiative and independent judgment within general policy guidelines; knowledgeably and effectively represent the Court or Bureau on issues pertaining to a program or unit's functional areas; apply problem-solving and conflict resolution methods and techniques; work effectively with internal and external committees; operate modern office equipment and personal computers, and use specified computer applications, including word processing and spreadsheets; communicate effectively in English, orally and in writing; establish and maintain effective working relationships with those contacted in the course of the work; and use tact and discretion in dealing with those contacted in the course of the work.