



# Family Law Facilitator's Assistant

Class Code:  
4809

Bargaining Unit: Service Employees International Union

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA  
Established Date: Mar 23, 2005  
Revision Date: Jan 16, 2009

## SALARY RANGE

SEE SALARY SCHEDULE

## **JOB DESCRIPTION:**

### JOB DEFINITION

Under general supervision, to provide specialized legal support work in the implementation and coordination of the Family Law Facilitator Program as specified under the State of California Family Code, sections 10000-10012; and to perform other related duties as assigned.

### DISTINGUISHING FEATURES

This is a journey-level classification that provides specialized legal support work in the Family Law Facilitator Program and reports to the Family Law Facilitator. The Family Law Facilitator's Assistant is expected to work with minimal supervision and to exercise sound judgment in performing a variety of administrative legal support work within general and statutory guidelines, and with limited decision-making. This classification is distinguished from the higher-level classification of Family Law Facilitator in that the latter is responsible for the day-to-day program management and staff supervision of the Court's Family Law Facilitator Program.

## **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. Provides a variety of information to self-represented litigants regarding court procedures; conducts intake, answers inquiries and explains legal filing processes, including fees and fines by telephone or in person; and refers individuals to other resources for court materials and documents.
2. Distributes and assists the public with completion of necessary forms; reviews legal

documents and forms for completeness and compliance with specific statutory requirements; and schedules and conducts training workshops for pro pers.

3. Assists with providing information and educational materials to parents concerning the process of establishing parentage or establishing, modifying and enforcing child and spousal support in the courts.
4. Retrieves information from the Court's automated computer systems, ALACO or DOMAIN.
5. Interacts and communicates with the public, judges and courtroom staff in the processing of orders; confers with attorneys and litigants regarding motions, orders or other documents; reviews child support, custody or visitation cases with judicial officer; and prepares Stipulations, Orders After Hearings and Wage Assignments.
6. Provides assistance on child support issues; assists judicial officers with child support calculations; prepares support schedules based on statutory guidelines; mediates child support issues with pro per clients; explains child support calculations; and instructs parties for further action as required.
7. Provides information and referrals to local child support agencies, Family Court Services or other community agencies and resources that provide services for parents and children.
8. Operates a variety of modern office equipment, including word processing equipment to input and retrieve data.
9. Prepares a variety of correspondence, general educational and outreach materials, and other written information; disseminates informational materials through a variety of media, including automated systems; maintains statistical information; and prepares and submits reports.
10. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS:**

Education:

Possession of an Associate of Arts degree from an accredited college or university in social or behavioral science, legal studies or related field.

And

Experience:

The equivalent to two years of full-time clerical, administrative or legal support experience in a court or legal environment that included heavy interaction with the public.

## **KNOWLEDGE AND ABILITIES:**

*Knowledge of* California court system and procedures used in family law cases; legal terminology; interviewing techniques; mediation techniques and approaches; child and spousal support; family law supportive software programs, including Disso Master and Legal Solutions; cultural diversity issues; community resources for referral of clients; modern office procedures and practices, including filing and business letter writing; operation of modern office equipment, including personal computers and word processing software; correct English usage, punctuation, spelling and grammar; domestic violence, substance abuse and child abuse issues; and business arithmetic, including percentages and decimals.

*Ability to* understand, apply and explain legal terminology and procedures; research legal issues; obtain, interpret and evaluate information from pro pers; communicate emphatically, neutrally and clearly with individuals of various socioeconomic backgrounds under stressful situations; use communication, listening and problem solving skills to assist culturally diverse parties in accepting or finding solutions; exercise sensitivity toward cultural issues; establish and maintain effective working relationships with staff, attorneys, judges and other professionals; maintain flexibility in managing unpredictable workday; organize work, set priorities and meet established deadlines; use manuals, codes or written guides as applicable; use initiative and exercise sound judgment within established guidelines; effectively manage situations where clients may be angry, upset, fearful or hostile; remain calm and exercise patience in working with litigants under stressful or difficult situations.

## **CLASSIFICATION HISTORY:**

Date established: 3/23/05