



# Managing Family Court Counselor

Class Code:  
4994

Bargaining Unit: Alameda County Management Employees  
Association

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA  
Revision Date: June 29, 2016

## SALARY RANGE

SEE SALARY SCHEDULE

## **JOB DESCRIPTION:**

### JOB DEFINITION

Under general direction, plans, organizes and manages the Family Court Services Unit. Develops and implements goals, objectives, policies and standards applicable to the area of responsibility; develops and implements operational and administrative procedures; hires, trains and supervises Child Custody Recommending Counselors, Supervising Family Court Counselors and other Unit staff; analyzes and makes business process improvements designed to improve the quality and efficiency of Court operations; coordinates the day to day operation of the Unit and assigned staff; performs other related duties as assigned.

### DISTINGUISHING FEATURES

The Managing Counselor reports to the Division Director (Family Division) and is responsible for Family Court Services personnel and performance management.

## **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.

1. Manages and participates in the daily operation of the Family Court Services Unit and assigned staff; oversees deployment and assignments of Family Court Services Unit staff; develops and implements goals, objectives and procedures for assigned area of responsibility consistent with Court policies; develops standards against which to evaluate performance and level of service; recommends changes in policies and procedures.
2. In consultation with internal Divisions and external agencies as appropriate, develops, updates, and maintains comprehensive policies and procedures covering the work of the Unit.
3. Acts as a liaison between Court Administration, and other Units and Divisions within the Court; responds to, and resolves issues and complaints.

4. Plans, organizes, evaluates and monitors work plans, programs, processes, systems and procedures to achieve Court and area-specific mission, goals and performance measures consistent with the Court's quality and customer service expectations.
5. Plans, organizes, directs and evaluates the performance of Family Court Services staff; establishes performance requirements and individual development targets; regularly monitors performance and provides coaching for performance improvement and development; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with Court Human Resources policies and labor contract agreements.
6. Works to attract, develop and retain highly competent, service-oriented staff through selection, training and day-to-day management practices that support the Court's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
7. Represents the Superior Court of California, County of Alameda Family Court Services at regional and Statewide court-based meetings and trainings, and serves, as requested, on regional and Statewide court-based committees and task forces.
8. Maintains current list of annual continuing education requirements for Family Court Services Unit staff; makes options available to staff for meeting these requirements; regularly monitors staff completion of continuing education hours to ensure full staff compliance with continuing education requirement at the end of each calendar year.
9. Participates in developing and implementing goals, objectives, policies and standards applicable to operational responsibilities; monitors the effectiveness of operations under purview; conducts operational and analytical studies and makes recommendations as appropriate; evaluates policies and procedures affecting areas of assigned responsibility; assists in development of policies and procedures to ensure compliance with applicable laws and Court rules as well as enhance service and facilitate effective case processing; conducts audits of work procedures and products to ensure efficiency and compliance with applicable state and local rules and regulations; prepares procedural memorandum and manuals.
10. Keeps electronic records of subpoenas; oversees maintenance and storage of Child Custody Recommending Counselors reports and case files; ensures timely destruction of case files in accordance with governing rules and statutes.
11. Monitors timely delivery of Child Custody Recommending Counselors reports.
12. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS:**

### Education:

Possession of a Master's Degree from an accredited college and/or university in social work,

marriage, family and child counseling or other behavioral sciences substantially related to marriage and family interpersonal relationships.

**Or**

Possession of a Ph.D degree from an accredited college and/or university in psychology.

**And**

Experience:

The equivalent of four years of supervisory or management experience with responsibilities for a division, department or agency in a business, court or legal environment.

**And**

The equivalent of five years of experience in counseling, psychotherapy or both, preferably in family conciliation court and with the ethnic population to be served.

**And**

License:

A clinical license to practice in the State of California is required.

**And**

Possession of a valid California Class C driver's license.

Desired Qualifications:

Bilingual in English/Spanish.

## **KNOWLEDGE AND ABILITIES:**

*Knowledge of* principles and practices of supervision, training and management; complex legal, and administrative terminology, phraseology, documents, and procedures; court operations and courtroom procedure, etiquette and conventions; California Family Court system and other applicable federal, state and local laws, regulations, statutes and rules relating to scope of responsibility; child development, child abuse and clinical issues relating to children; effects of divorce and domestic violence on children; child custody research sufficient to enable a counselor to assess the mental and physical needs of children; principles and techniques of counseling; clinical interviewing and mediation techniques; practices and techniques of psychological assessments; problem-solving and conflict resolution methods and techniques; crisis intervention methods and techniques; cultural diversity and competency issues; grammar,

spelling, vocabulary, punctuation, and strong technological skills.

***Ability to*** supervise, train, assign, review and evaluate the work of others; manage complex schedules involving numerous individuals; direct, manage, evaluate and administer various court-related programs; meet with direct reports and manager regularly to discuss operational issues; coordinate the day to day functions of assigned Units and staff; manage the storage and destruction of records in accordance with applicable statutes; establish and maintain effective working relationships with judicial officers, court administration, court staff, attorneys, justice partners; maintain confidential information where legal standards so require; deal professionally and courteously with the bar, litigants and the public in general.