

## **CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND**

### **Personnel Class Specification**

#### **FAMILY AND JUVENILE CASE MANAGER**

##### **DEFINITION OF CLASS**

The Case Manager is charged with providing continuity in the disposition and management of juvenile and family law cases and has the primary responsibility for monitoring case status and activity, assuring compliance with statutory deadlines and other time standards, reviewing pleadings for legal sufficiency and monitoring cases to ensure that legally required findings are made. In this capacity the case manager is the liaison between the judges and magistrates hearing the matters, members of the bar, and in juvenile matters, service providers and governmental agencies as well.

This highly responsible position demands the exercise of case-related discretion, within guidelines established by the Court. The employee is expected to develop and maintain a thorough knowledge of Court as an organization, and its policies and procedures and be able to make appropriate independent decisions when interacting with the public and employees. Information obtained in the course of the performance of these duties may be confidential or private in nature. Additionally, the employee in this position must recognize that visitors to the Court are often under significant stress and treat them with dignity and discretion as they obtain court-ordered services.

The case manager reports directly to the Supervising Case Manager and is ultimately responsible to the Family Division Coordinator and Court Administrator.

##### **EXAMPLES OF ESSENTIAL FUNCTIONS**

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations will be made in accordance with applicable law to enable individuals with disabilities to perform the essential functions.

- Review the pleadings for legal sufficiency and prepare appropriate orders for execution. Contact counsel or pro se litigants to bring deficient filings into compliance with the law and rules of procedure.

- Prepare family law cases for scheduling conferences, recommend DCM track and identify appropriate services.
- Screen all juvenile cases filed and assist the court in coordinating mediation services where appropriate in child welfare cases, including but not limited to the following: preparing intakes, screening for criminal and domestic violence issues, assigning mediators, drafting mediation orders, collecting surveys and invoices and reporting outcomes to the Supervising Case Manager.
- Review all cases prior to critical hearings to allow Court to resolve any issues that may prevent hearing from going forward as scheduled.
- Communicate with the Assignment Office to schedule hearings as cases may require.
- Assist and attend juvenile hearings as required and provide in-court assistance regarding statutorily required findings and appropriate time deadlines.
- Provide regular monitoring of cases to determine events affecting track designation and case status; make appropriate adjustments in accordance with rules of procedure, statutory requirements and established Family and Juvenile Division guidelines; utilize court open case report and other databases to ensure cases are managed in a timely fashion.
- Provide information and training for new programs and procedures for court staff, community associations, and the local bar.
- Attend and participate in meetings to discuss various court-related issues including, but not limited to, differentiated case management/quality control and procedural changes.
- Transport court files from one department to another within the Court.
- Work collaboratively with Quality Control in implementing any necessary procedural changes that enhance the integrity of data being utilized by the Court.
- Work collaboratively with the Family and Juvenile Departments to correct any irregularities in docketing and audit sheets; and work to facilitate a smooth and productive flow of communication between both departments.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to work the full-time standard Court work schedule of 8:00 a.m. to 5:00 p.m. (Monday through Friday) with flexibility to accommodate any necessary early or late meetings.

- Maintain a regular, punctual and reliable level of attendance.
- Ability to work independently and have high level interpersonal skills to handle sensitive and confidential situations.
- Ability to understand and apply the Maryland Rules of Procedure and relevant statutory provisions within established guidelines. The applicant must possess a general knowledge of legal pleadings and the ability to prepare draft orders.
- Ability to communicate effectively, both orally and in writing, and exercise a high degree of judgment, tact, diplomacy and competence in dealing with judges, attorneys, court personnel and litigants.
- Ability to handle multiple tasks and maintain a professional demeanor when dealing with court personnel and the public at all times.
- Ability to make decisions based on experience, good judgment, and established policies and procedures.
- Ability to pay attention to detail in composing, typing and proofing materials; set priorities and simultaneously process multiple duties and responsibilities.
- Knowledge of and ability to apply fundamentals of business English, spelling, grammar, punctuation, standard office practices and procedures.
- Excellent telephone manner and experience dealing with the public.
- Achieve and maintain advanced proficiency in the utilization of the Circuit Court's HP or other case management system.
- Conversational Spanish desired but not required.
- Ability to develop and maintain collaborative and professional working relationships with court personnel and the public.
- Ability to lift and transport stacks court files.

### **MINIMUM QUALIFICATIONS**

- B.S. or B.A. degree from an accredited university with one year of legal experience in family law; or a degree or certificate in paralegal studies from an accredited institution with a concentration in family law and three years of court and/or legal experience. An equivalent combination of education and experience may be substituted with five years of court and/or legal experience.

- Must be proficient in Microsoft Office Suite.
- Excellent organizational and customer service skills are of the highest priority as well as competence and temperament to communicate with the legal community, in-house court personnel and the general public in a fast paced environment.
- Superior writing skills and command of the English language are essential.

***This job description describes the general nature, level of work, and essential functions being performed by a person in this position. The job description shall not be construed to describe an exhaustive list of all duties that may be performed by such a person. It does not proscribe or restrict additional tasks and assignments that may be required by the Supervising Case Manager, the Family Division Coordinator, the Court Administrator and the Administrative Judge.***

*For application and further information, please visit the Circuit Court's website:*

<http://www6.montgomerycountymd.gov/cihtmpl.asp?url=/content/circuitcourt/careers/index.asp>