



Self-Help & Family Law Facilitator's Analyst

Class Code:
4809

Bargaining Unit: Service Employees International Union

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Mar 23, 2005
Revision Date: Jan 25, 2023

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 Self-Help Center and the Family Law Facilitator Program; and to perform other related duties as assigned.

DISTINGUISHING FEATURES

This classification provides specialized legal support work in the Self-Help Center/Family Law Facilitator Program and reports to the Managing Attorney of the Self-Help Center. The Self-Help & Family Law Facilitator's Analyst 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 Attorney, Self-Help and Family Law Facilitator Program in that the latter is responsible for performing legal research, conducting workshops, including providing substantive training in areas such as small claims and family law and serving as a subject matter expert to review and answer questions for staff assigned with the Self-Help Center.

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, live chat, email, 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 assists in conducting training workshops for self-represented litigants with other Self-Help Center staff.

3. Assists with providing information and educational materials to self-represented litigants concerning the process of establishing parentage or establishing, modifying, and enforcing child and spousal support in the courts.

4. Navigates, retrieves, and inputs information from/into the Court's automated computer systems.

5. Interacts and communicates with the public, judicial officers, and court personnel in the processing of orders; confers with attorneys and litigants regarding motions, orders, or other documents; reviews cases including but not limited to child support, spousal support, custody or visitation cases with judicial officer; and prepares Stipulations, Judgments, 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 self-represented litigants; explains child support calculations; and instructs parties for further action as required.

7. Provides assistance with restraining orders, name changes, gender changes, unlawful detainers, small claims, guardianships of the minor, limited conservatorships, and other case types as authorized under Self-Help or other funding guidelines.

8. Provides information and referrals to local child support agencies, Family Court Services or other community agencies and resources that provide services for parents, guardians, family members and children.

9. Operates a variety of modern office equipment, personal computers with various software programs, copiers, and scanners to input, retrieve and share data.

10. 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.

11. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Option I

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.

Or Option II

Experience:

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

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 with various software programs, copiers and scanners; 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 self-represented litigants; 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 court personnel, attorneys, judicial officers and others; 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

Date revised: 1/25/23