



Supervising Family Court Counselor

Class Code:
4980

Bargaining Unit: Alameda County Management Employees
Association

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: May 12, 2015
Revision Date: May 12, 2015

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general direction of the Managing Mediator, supervises professional staff engaged in court-mandated family mediation services for disputed custody and visitation matters; assists with program and policy development/implementation; performs other related duties as assigned.

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. Plans, organizes, assigns, directs and reviews the work of Child Custody Recommending Counselors; ensures that timelines are met; consults with staff on difficult and high profile cases; reviews staff reports for compliance with mandates and local policy, as needed.
2. Participates in the selection of staff, evaluates employee performance, conducts counseling on performance issues, recommends and administers disciplinary actions.
3. Provides effective leadership for staff in performance of mediation and counseling assignments, including feedback on formal and informal basis; increases staff competency and learning.
4. In cooperation with the Managing Mediator and other Supervising Counselor(s), develops best practices and prepares policies and procedures related to the work of the department.
5. Conducts mediations in custody disputes; makes determinations and recommendations to the Court; makes collateral contacts to understand a case being mediated, as appropriate; attends court hearings and provides testimony, briefs Family Law Bench Officers about particular cases, as requested; provides case follow-up as directed by the court; works collaboratively and

provides professional support to the Managing Mediator and the Family Court Services team.

6. Conducts special assessments requested by the court; addresses client complaints; coordinates with in-court and community agencies to expedite referrals for needed client services; collaborates with support staff to ensure high quality customer service; coordinates the development and presentation of relevant educational programs for staff.

7. Attends professional conferences, group meetings and workshops.

8. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education:

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

And

Experience:

The equivalent to five years of full-time professional counseling or psychotherapy experience in a setting related to the areas of responsibility of the court (e.g., dispute resolution, child protective services) with the diverse populations to be served. Supervisory experience preferred.

KNOWLEDGE AND ABILITIES:

Knowledge of principles and practices of supervision; legal terminology, court operations; courtroom procedure, etiquette and conventions; California Family Court system; 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; proficient in written in oral communication; personal computers and word processing software.

Ability to understand applicable laws, manuals, codes and guides; prepare concise reports and records; make formal oral and written presentations; apply research principles and methods; evaluate program procedures and effectiveness; use independent judgment in making recommendations; reach logical and sound conclusion based on the evaluation of facts and conflicting information; establish and maintain effective working relationships with staff,

attorneys, judges, the public and other professionals; facilitate individual problem recognition, identification and solution; mediate and resolve disputes; remain calm and exercise patience in working with culturally diverse parties under stressful and/or hostile situations; interpret and evaluate information regarding family dynamics; determine pertinent aspects of cases and recommend useful interventions; exercise sensitivity toward cultural issues; operate modern office equipment and personal computers and use specified computer applications, including word processing.