

FAMILY COURT SERVICES SUPERVISOR

FUNCTION OF THE JOB

Under direction, to supervise, coordinate, and evaluate Family Court Services and staff as required by Wisconsin State Statute 767.405; employ staff to perform mediation and to perform any legal custody and physical placement study services authorized under 767.405(14), arrange and monitor staff training, and assign and monitor staff case load; supervise and perform mediation and any legal custody and physical placement study services authorized under 767.405(14) and evaluate the quality of the mediation or study services; administer and manage funding for Family Court Services; performs other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Plans, coordinates, implements, and evaluates the services provided by Family Court Services including mediation, legal custody, and physical placement evaluations, and client registration and verification of attendance at the court ordered Parent Education Program.
2. Develops and implements procedures and programs to meet the changing needs of the client population and the requirements of state law.
3. Selects, assigns, supervises, and evaluates staff, and handles any personnel problems regarding the staff.
4. Consults regularly with Family Court Services staff through individual and group meetings to evaluate client needs, case management plans, social worker/client interaction, mediation statistics, placement and custody recommendations, and caseload assignments.
5. Assumes a caseload of clients including conducting mediations and completing legal custody and physical placement evaluations.
6. Evaluates and reviews Family Court Services programs for compliance with federal, state, and local laws, regulations, and codes; makes appropriate program revisions.
7. Makes recommendations to Family Court judges and commissioners regarding legal custody and physical placement issues and gives expert witness testimony in court regarding Family Court matters.
8. Supervises the maintenance of Family Court Services case files including purging and destruction management.
9. Coordinates the programs of the unit with and serves as a liaison to various local, state, and federal agencies to ensure that appropriate services are provided to clients.
10. Keeps accurate and detailed records concerning program usage and efficiency.
11. Prepares detailed and complex statistical reports regarding case referrals and mediation outcomes.
12. Assists in the preparation of the Family Court Services budget and implements approved expenditures.
13. Develops, coordinates, and presents in-service training and staff development programs as needed.
14. Establishes and maintains effective working relationships with staff, clients, attorneys, judicial officials, social service agencies, and the public.
15. Attends regular supervisory meetings, court security and facilities committee meetings, and family division judicial meetings.
16. Coordinates and implements safety training with the Waukesha County Sheriff's Department.
17. Maintains prompt, predictable, and regular attendance.
18. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Comprehensive knowledge of the principles, practices, methods, and techniques used in providing mediation, legal custody and physical placement evaluations, and other Family Court duties in actions affecting the family.
2. Comprehensive knowledge of casework principles, practices, and methods.
3. Considerable knowledge of the Wisconsin Family Code, the structure and function of the Waukesha County Family Court, and the function of the legal system in Waukesha County.
4. Working knowledge of administrative, managerial, and supervisory principles and practices.
5. Working knowledge of budgeting, planning, and analytical methods and techniques.
6. Working knowledge of computerized department program software, and Internet, database, spreadsheet, and word processing programs.
7. Ability to plan, assign, supervise, and evaluate the work of others.
8. Ability to plan, organize, direct, and evaluate programs and services designed to fit changing needs.
9. Ability to provide skilled mediation and evaluation services to clients and their families.
10. Ability to conduct detailed interviews, analyze a variety of information, make recommendations, and mediate disputes.
11. Ability to establish and maintain effective working relationships with staff, clients, attorneys, judicial officials, social service agencies, and the public.
12. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in social work, psychology, or a closely related field.
2. Current license as any category of social worker from the State of Wisconsin.
3. Three (3) years of responsible, professional work experience in social work or counseling in a court system or social service agency.
4. A master's degree from a recognized college or university in social work, psychology, or a closely related field may substitute for one (1) year of the work experience requirement.
5. Every mediator assigned under 767.405 shall have not less than twenty-five (25) hours of mediation training or not less than three (3) years professional experience in dispute resolution.
6. Every mediator assigned under 676.405 shall have training on the dynamics of domestic violence and the effects of domestic violence on victims of domestic violence and on children.