

## **SNOHOMISH COUNTY JOB DESCRIPTION**

### **FAMILY/JUVENILE COURT IMPROVEMENT PROJECT MANAGER**

Spec No. 1148

#### **BASIC FUNCTION**

Responsible for analyzing the service needs and process changes in the family and juvenile law area of Snohomish County Superior Court's Unified Family Juvenile Court Improvement Plan (FJCIP). Develop the plan by coordinating input and feedback as supplied by the applicable judicial and community resources. Prepare grant applications as needed. Develop policy and procedure recommendations regarding Unified Family Court. Research and make recommendations for procedural improvements to enhance customer experience with dependency court processes. Work within the community to build resources and educate providers regarding the Unified Family Court and the WFJCIP.

#### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. Researches service needs and process changes of the current family and juvenile court operation to determine a hierarchy of needs for the establishment and maintenance of the FJCIP.
2. Partners with the Assistant Administrator to review and update FJCIP policies and procedures for submission to the bench.
3. Manages and improves the FJCIP including program enhancements, training, education, and fulfilling reporting requirements of grantor.
4. Creates case screening criteria and case management objectives; seeks agreement on these objectives among stakeholders; and implement the final product.
5. Coordinates the facilitation of case flow with the Clerk's office, family law facilitator, AAG's Office, parent's attorneys and the Prosecutor's office.
6. Establishes program standards for screening and retaining cases including staffing; refers cases with the applicable judicial staff.
7. Facilitates the coordination of court and community resources to ensure accessibility of the community resource network for participants.
8. Develops additional pro bono legal resources.
9. Provides individual facilitation to cases weekly.
10. Coordinates client services via effective case management principals; reports to judges' applicable case information.
11. Facilitates applicable training and development opportunities for judicial officers to insure compliance with state training requirements.

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#### **STATEMENT OF ESSENTIAL JOB DUTIES** (Continued)

12. Monitors completion and compliance of court-ordered services, evaluations and referrals; and report to judicial officer the compliance status of applicable parties.
13. Develops and implements measurement criteria as compared to defined benchmarks to assess the success of the program utilizing metrics as a comparison with other jurisdictions.
14. Performs ongoing public relations work; prepares and presents educational seminars; trains volunteers; acts as liaison between clients and various components of the dependency and criminal justice system.
15. Chairs and/or facilitates applicable judicial and/or program committees including presentation of dependency statistics, program analysis, and develops recommendations for program or process improvement.
16. Creates and writes program literature such as program pamphlets, manuals, forms, handbooks and procedures.
17. Creates college intern program; interviews, hires and trains interns to support the program.
18. Performs related duties as required.

#### **MINIMUM QUALIFICATIONS**

Graduation from an accredited college or university with a Bachelor's degree in social work, business administration, political science, sociology, or related field; PLUS, two (2) years experience in case management, court administration, program development, social service delivery, OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. A Masters Degree in one of the above fields and supervisory/manager experience are highly desired. Must pass job related tests.

#### **SPECIAL REQUIREMENTS**

A valid Washington State Driver's License is required for employment.

Applicants must successfully pass a criminal background investigation, reference verification, and if requested, a polygraph examination, psychological examination and physical examination.

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#### **KNOWLEDGE AND ABILITIES**

Knowledge of:

- the Washington State laws, court rules, policies, and procedures pertaining to the operation of courts with a preferred emphasis in family and juvenile court
- effective problem solving techniques
- effective leadership skills and techniques
- sound case management skills and techniques
- grant writing and resource development
- literature, developments, and trends in the social service area
- judicial and criminal justice system
- computer programs and usage

Ability to:

- research and analyze family and juvenile court case management stems
- develop and make programmatic and policy decisions and recommendations which will have a large impact on the direction, scope, and focus of the FJCIP
- identify changes and enhancements to better enable the court to meet the needs of families and juveniles involved with the court processes
- collaborate with a team yet work independently
- express ideas and recommendations effectively orally and in writing
- establish and maintain effective work relationship with clients, families, public and private officials and the general public
- apply abstract principles, guidelines and concepts to concrete work situations
- work with persons from a variety of socio-economic backgrounds
- effectively interview, determine courses of action, and evaluate individual progress
- analyze and present conclusions of complex data to stakeholders
- use advanced Microsoft Office word processing, spreadsheet and database applications

#### **SUPERVISION**

General supervision is provided by Superior Court Administration, who reviews work for adequacy of professional judgment, compliance with established goals and policies, and for quality through regular audits and appraisal of results obtained.

#### **WORKING CONDITIONS**

The work is performed primarily in an office environment. Exposure to physical hazard occurs occasionally when interviewing hostile clients. The position requires travel, and occasional work outside the standard work day/week.

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Snohomish County is an Equal Employment Opportunity (EEO) employer.  
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: September 2008 as Unified Family Court Case Manager

Revised and Retitled: January 2012

EEO Category: 2 - Professionals

Pay Grade: 241 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous