

## Court Program Specialist II – Civil -- OPS

### **Distinguishing Characteristics of Work**

Caseflow management is a process to monitor the time and events involved in the movement of a case through the court system from the point of initiation to disposition. The program specialist is responsible for following time standards set by Florida Statute for expeditious case dispositions. The program specialist will be assigned to a specific division(s) and will work with the Judge(s) in that division to help manage the cases. This will be accomplished by following mechanisms such as early screening, creation of event deadlines and continuous oversight and measurements of progress. The program specialist also:

- Reviews case files and pleadings for sufficiency and compliance with statutory civil rules of procedure and local rule requirements.
- Updates and maintains manual and/or automated case management system.
- Monitors and tracks cases; provides follow-up on cases requiring activity completion by a certain date.
- Identifies events and trends which impact negatively upon the timely progress of the case and provides reports to the Court and Administration, compiling these data and trends.
- Maintains statistical data and records regarding activities conducted; maintains accurate records and filing of all work processed.
- Assists in coordination of cases referred to mediation.
- Uploads CMS template orders to judicial cues as needed.
- Performs related work as required.

### **Education & Training Guidelines**

Bachelor's degree in social work, psychology, criminal justice, or related field; supplemented by two years of supervised experience in legal case management that provides considerable knowledge of the court system and judicial process, with an emphasis in civil and legal case management. Master's degree or Juris Doctorate may substitute for a portion of the required experience.

### **Knowledge Skills & Abilities**

- Knowledge of general legal principles, statutes, case law, court rules, and procedures.
- Knowledge of Courtroom protocol for civil court hearings.
- Ability to interact effectively with professional and support staff.
- Ability to communicate clearly and effectively and make written and oral presentations to Judges and community representatives.
- Ability to maintain confidentiality and discretion concerning case management.

- Ability to use a personal computer, word processing and software applications.
- Ability to analyze data and case information.
- Ability to identify problems and make recommendations for improvements.
- Ability to establish work priorities and meet deadlines.