

**Case Management Division
Court Program Specialist III -- Domestic Relations**

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 case manager is responsible for following time standards set by Florida Statute for expeditious case dispositions. The case manager 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 measurement of progress. The Court Program Specialist III is responsible for the following functions:

- Supervises and trains case managers in the family court division.
- Reviews case files and database to determine case progress.
- Attends hearings, provides information to the Court and participants.
- 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 recommends operational improvements to the Court and Administration.
- Maintains statistical data and records regarding activities conducted; maintains accurate records and filing of all work processed.
- Performs related work as required.

Education & Training Guidelines

Bachelor's degree in social work, psychology, criminal justice, or related field; supplemented by three years of supervised experience in court case management that provides considerable knowledge of the court system and judicial process, preferably in family law cases. Master's degree or law degree may substitute for two years of the recommended experience. Supervisory experience preferred.

Knowledge Skills & Abilities

- Knowledge of court case management principles and the Family Law caseflow process.
- Knowledge of Family court operations and relevant Florida Statutes.
- Knowledge of supervisory principles and practices.
- 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.
- Timeliness and attendance are essential functions of the job.