

Broward County Court Administration
Class Description, 1997

Position Title: Teen Court Case Manager II

General Description of Duties

Under general supervision, the primary purpose of the position is to perform case management duties for the Court Administrator's Mediation/Arbitration and Teen Court programs. Employees in this classification disseminate program information to parents, victims and attorneys, and are responsible for conducting follow-up and tracking of juvenile sanctions to ensure successful completion of the program.

Specific Duties and Responsibilities

Essential Job Functions

- Receives and reviews case files for accurate forms, documentation, and reports; contacts the State Attorney's Office/Clerk of Court for juvenile traffic court/ other referring agencies for additional information, opening of cases and follow-up.
- Participates in coordinating activities as per dockets, i.e., teen court hearings, juvenile traffic court, mediations, judicial assistants, litigants, attorneys, witnesses, insurance adjusters, interpreters.
- **Conducts mediations, facilitating discussion of issues between involved parties for court referred cases such as small claims, county, family and/or dependency cases in order to facilitate resolution.**
- Contacts community service agencies for case verification purposes; contacts parents/attorneys to discuss case progress; contacts victims to explain program procedures.
- Provides assistance to the program manager in recruiting, interviewing and training student and adult volunteers, and other program tasks as directed.
- Attends Teen Court hearings, panel hearings, juvenile traffic court and workshops at all courthouse locations and performs assigned tasks as directed. This includes working a flex schedule which includes working some evenings.
- Updates documentation, actions taken, and status of all open cases; completes required case closing paper work and returns cases to the State Attorney's Office/Clerk of Court for juvenile traffic court/ other referring agencies.
- Tracks initial files and status of cases; submits no-show and non-compliance lists in a time efficient manner for forwarding to the State Attorney's Office/ Clerk of Court for juvenile traffic court/ other referring agencies; reassigns sanctions accordingly.
- Maintains written and verbal communication with referral agencies, parents, victims and other parties regarding case progress.
- Monitors the respective division's dockets; cancels and re-schedules hearings as required.
- Maintains and updates referral sources; maintains effective communications with various community agencies for acquiring new referral sources.

- Receives, calculates and forwards restitution payments; maintains restitution log for assigned caseload.
- Assists in the gathering and compilation of division statistics for case monitoring, planning and division budgeting purposes.
- Responds to issues, concerns and inquiries from a broad array of sources, i.e., program clients, victims, parents, volunteers, members of the community, various agencies, and attorneys.
- Assists in various other activities, as directed, to support effective functioning of division programs.
- Timeliness and attendance are essential functions of this job.

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Minimum Training and Experience

Bachelor's degree in Sociology, Behavioral Sciences, Psychology, Education, Criminal Justice, or related field; supplemented by two (2) years experience in the field; or an equivalent combination of education, training, and experience.

Spanish or Creole speaking preferred. **Certification as a Florida Supreme Court certified family, dependency and/or a county court mediator is a requirement or the candidate must be willing to become certified in at least one of the aforementioned areas. The candidate must complete the certification requirements within 6 months of hire. Mediation certification and conducting court mediations is a condition of employment hire/retention.**

Performance Aptitudes

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information. This includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific situations. The ability to maintain confidentiality is required.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to start, stop, operate and monitor the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or legal data and information.

Mathematical Aptitude: Requires the ability to add, subtract, multiply, and divide; calculate decimals and percentages; utilize descriptive statistics.

Marginal Functions

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Perform related duties as directed.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques resolution.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks may risk potential exposure to adverse environmental conditions, such as violence in mediation, arbitration or similar confrontational environments.

The Broward County Court Administrator is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Broward County Court Administrator will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Human Resources Division
Revised April 2015