

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Pima County Juvenile Court

Job Description

Job Title: Supervisor, Mediation Programs
Job Code: 8504
Pay Grade: 61
FLSA Status: Exempt



PURPOSE OF CLASSIFICATION:

The incumbent will manage the Mediation program and services of the Children and Family Services Division. The incumbent will manage and coordinate all services of the Mediation program and provides direct supervision to professional mediators and support staff. The incumbent is responsible for program development, including expansion and enhancement of services to meet the needs of the court, and the children and families involved in court dependency cases.

ESSENTIAL FUNCTIONS:

- Coordinates the Mediation program and services to achieve established goals and objectives in support of program, division and court-wide objectives.
- Oversees the daily operations of the Mediation program.
- Identifies program development requirements, establishes goals, creates and implements strategic plans.
- Develops, organizes, implements, and monitors policies and procedures according to Arizona Revised Statutes, Juvenile Court rules and departmental requirements.
- Receives, compiles and analyzes activity reports to evaluate the efficiency and effectiveness of the mediation program in support of ~~versus~~ and court-wide objectives.
- Performs statistical analysis, evaluates results and prepares management reports, summary reports, and other informational documents requested by division and court administration.
- Acts as a liaison between Juvenile Court judges, outside agencies such as Child Protective Services (CPS), Attorney General (AG), Office of Children's Counsel (OCC), Clerk of the Court, and other units within the division and the court, to coordinate program services, and address program issues.
- Plans, assigns, supervises, trains, and evaluates the work of the mediators and support staff. Completes performance planning, evaluations, and training for program staff.
- Leads the program in the development of new operating procedures and changes to master files and forms utilized in the Alternative Dispute Resolution (ADR) sessions.
- Substitutes for the assigned court mediator during an unscheduled absence and conducts court based mediations and other alternative dispute resolution (ADR) sessions.
- Conducts regular team and individual meetings with the program staff.
- Develops operations manuals for program staff.
- Develops training programs for new staff, judges, CPS case managers and attorneys.

- Acts as liaison to various committees or working groups.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Monitors budgetary items, such as supplies for the unit.
- Monitors unit computer and data management systems and recommends and assists in the development of software updates, changes, and equipment needs.
- Performs other duties and related projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of the principles and practices of Juvenile Court operations and procedures, alternative dispute resolution, the child welfare process and the dependency process.
- Must have skills in research techniques, planning, organizing, and coordinating support functions in an office setting; supervising, training and evaluating staff, and establishing effective methods of unit communications.
- Must have strong team-building skills and the ability to work independently or in a team environment. Must have strong skills in prioritizing, compiling data, reporting information effectively, and maintaining confidential information.
- Must have knowledge of Microsoft and Windows based software and equipment.
- Must have the ability to communicate effectively, interact with diverse groups of people, and respond to emotionally charged individuals in a professional and productive manner.
- Must have the ability to perform multiple tasks simultaneously in a flexible and efficient manner.

MINIMUM REQUIREMENTS:

A Master's degree from an accredited college or university with a major in a behavioral/social science or a related field, and four years of professional work experience in alternative dispute resolution, child welfare, counseling or social services, Two years of supervision or leadership experience is required and can be included with the four years of professional work experience. OR any equivalent combination of experience, training and/or education approved by Human Resources.

PREFERRED QUALIFICATIONS:

Preference will be given to the candidate with alternative dispute resolution training and experience.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift up to 20 pounds.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Assistant Division Director, Children & Family Services. This position performs duties under limited supervision and has supervisory responsibilities for professional and support employees in the mediation unit.

Date: 01/17/14

Revised:

Approved by: _____
Hiring Authority

Date

Director, Human Resources

Date