

## **Florida State Courts System Class Specification**

**Class Title: Director of Case Management**

**Class Code: 7120**

[Pay Grade: 35](#)

### **General Description**

The essential function of the position within the organization is to manage and process family law cases. The position is responsible for preparing case files and court orders for hearings, attending hearings, monitoring and tracking cases, serving as liaison, coordinating with the State Attorney's Office, and scheduling and coordinating appointments of attorneys and guardians in dependency cases.

### **Examples of Work Performed**

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Prepares case files and court orders for hearings; attends hearings and interviews parties involved; prepares orders of extensions, dismissals and final judgments for the court; obtains case-related information for judges presiding over hearings.

Serves as liaison to all parties involved in dependency cases to ensure smooth and efficient processing of cases without unnecessary delays or additional hearings.

Supervises staff under direction of Trial Court Administrator, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; prepares periodic employee performance evaluations.

Plans, supervises, and coordinates multiple and diverse projects for the circuit including implementing long range planning objectives and other policies and providing assistance to the court in its specialized areas of operations.

Provides planning, monitoring and supervision of special projects; provides contract management of circuit contractual services; staffs various judicial projects and committees.

## **DIRECTOR OF CASE MANAGEMENT**

Provides input and direction to establish and meet annual operational goals and objectives; works with teams to develop process management.

Schedules, coordinates and facilitates appointments of attorneys to indigent parents at shelter hearings; assigns attorneys to inmates and out-of-state indigent parents; coordinates appointments of guardians and attorneys ad litem in dependency cases.

Interviews litigants prior to final hearings for purposes of determining relevant and useful information; compiles information onto data sheets and completes final orders for submission to judges at time of hearings.

Reviews domestic, dating and sexual violence cases and prepares paperwork needed to conduct pre-hearing interviews, including conducting criminal background checks; monitors and tracks cases.

Compiles case information for custody evaluators/monitors; facilitates and manages custody evaluation/monitor reports to submit to court; initiates payment processes.

Monitors new juvenile dependency cases and cross-checks data to verify matches with domestic, dating and sexual violence filings; collects and records statistical data for domestic, dating and sexual violence cases, and custody evaluation and monitoring cases.

Screens and schedules motions for modification of injunctions and preparation of hearing notices and amended orders.

Checks records to verify entering of court orders and records and subsequently closes cases; prepares extended cases and prepares and presents status on cases.

Coordinates with the State Attorney's office to facilitate timely and satisfactory disposition of cases; coordinates distribution of discovery to parties at shelter and arraignment hearings.

Requests Court Interpreters as need for dependency hearings and ensures their presence as needed for court proceedings.

Schedules, coordinates and attends meetings with judges and other dependency stakeholders; works on special committees and projects to improve services for children and families involved in court cases.

## DIRECTOR OF CASE MANAGEMENT

### Competencies

#### **Data Responsibility:**

Refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Compiles, examines, or evaluates data or information and possibly recommends action based on results. Conducts research to discover new methodologies or to find solutions for unresolved problems.

#### **People Responsibility:**

Refers to individuals who have contact with or are influenced by the position.

Persuades or influences others in favor of a service, course of action, or point of view. Negotiates or exchanges ideas, information, and opinions with others to formulate policies and programs, or arrives jointly at decisions, conclusions, or solutions.

#### **Assets Responsibility:**

Refers to the responsibility for achieving economies or preventing loss within the organization.

Requires responsibility for achieving major economies or preventing major losses through the management of a highly complex and/or technical department, or through developing and recommending policy.

#### **Mathematical Requirements:**

Deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

#### **Communications Requirements:**

Involves the ability to read, write, and speak.

Reads technical instructions, charts, and/or procedures manuals; reads and interprets highly complex professional materials involving abstract theories and concepts; composes routine reports and completes job forms; speaks compound sentences using standard grammar.

## **DIRECTOR OF CASE MANAGEMENT**

### **Complexity of Work:**

Addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

### **Impact of Decisions:**

Refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

Makes decisions with minor impact - affects only those in immediate work area.

### **Equipment Usage:**

Refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, peripherals, or software programs such as word processing.

### **Safety of Others:**

Refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

## **Education and Experience Guidelines**

### **Education:**

Refers to job specific training and education required for entry into the position.

Bachelor's degree in public or business administration, social work, law or a closely related field.

### **Experience:**

Refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.

Five years of related experience.

## **DIRECTOR OF CASE MANAGEMENT**

### **Licenses, Certifications, and Registrations Required:**

Refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

Requires a valid State of Florida Driver's License.