

FRIEND OF THE COURT MEDIATOR

JOB DESCRIPTION

GENERAL SUMMARY OF DUTIES

Under the supervision of the Friend of the Court, the candidate for this position will perform investigations and evaluations in domestic relations matters when ordered by the Court. They will also provide professional mediation in disputes concerning child custody or visitation issues that arise. The candidate will also prepare the necessary documents, court orders and recommendations related to such matters, as well as attend and testify in court hearings.

TESTING REQUIREMENTS AND CLASSIFICATIONS

Education: Bachelor's degree in human services or behavioral science (Psychology, Social Work, or Sociology).

Experience: Equivalent to 1-2 years of successful experience in counseling and mediation in family situations is preferred. Prefer experience with computer systems similar to that used in an office including but not limited to, Excel, Microsoft Word, Microsoft Office, Google Calendar, Teams and others. Prefer employee with training on the MI Child Support Enforcement computer software. Applicant must be able to type at least 60 WPM, have basic bookkeeping experience, good communication skills, ability to handle difficult situations and/or clients, and the ability to utilize a standard telephone system for communications. Candidate must successfully complete the Friend of the Court ADR Training.

Applicant must possess a valid Michigan drivers license and be able to travel for meeting and trainings, if needed.

Successful candidate must pass a criminal history background check.

Successful candidate must pass a typing and clerical test.

ESSENTIAL RESPONSIBILITIES

- Perform initial meetings, informal mediations and conciliations with clients and assist the parties in settling custody and visitation disputes.
- Investigate and enforce all violations received under the makeup visitation policies.
- Attend hearings related to visitation or custody disputes, as well as final divorce hearings and render recommendations as required.
- Perform home visits
- Generate FOC Recommendations for hearings in a timely manner

- Extensive computer skills are needed for case identification, tracking, monitoring and generating appropriate documents in the Michigan Child Support Enforcement System (MiCSES).
- Inputs data into MiCSES relative to the filing of petitions and motions for modification, orders to show cause, etc. Circulates documents to the appropriate offices (Court, Clerk, etc.), parties, and their attorneys of record.
- Assists with and serves as backup to the daily flow/distribution position processing/balancing previous days payments receipted.
- Processes incoming and outgoing mail.
- Ability to take dictation and prepare documents under time constraints.
- Maintain a professional telephone demeanor while handling multiple calls, including the ability to provide the appropriate information and/or referral in the areas of child custody, parenting time and child support issues.
- Provide direct face-to-face contact with clients at the office window, demonstrated the ability to provide accurate and immediate information related to child support, custody and parenting time issues to the client's satisfaction.
- Cross training in the ability to assist in all other job duties and functions.
- Maintain the highest standard of confidentiality, including successfully passing a state required security and confidentiality exam.
- Attend workshops, conferences, and online training, as needed, to maintain professional competency.

PHYSICAL REQUIREMENTS

Light lifting required, with the ability to climb a ladder.

Working conditions: Office setting. Exposure to individuals who may be upset/angry, including individuals who may use offensive language and be very difficult to work with.

Please note: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this classification. They are not to be construed as an exhaustive list of all job duties that may be performed.