

POSITION ANNOUNCEMENT #24-70

Location	Position Available	Salary Range	Internal Closing Date
Concord Probate Concord, NH	Case Manager Involuntary Admissions in Probate Division	\$43,056.00 - \$63,122.80 Labor Grade: 22	Open until filled

The normal work day for Judicial Branch employees shall consist of 7.5 hours per day with work normally performed between the hours of 7:30 a.m. to 5:00 p.m. Monday through Friday; however, the normal work day may be adjusted based on the needs of the court location.

Employees hired for this position may be required to attend new employee orientation in Concord, NH prior to beginning their job at their assigned judicial branch location. Mileage reimbursement will be paid pursuant to the Personnel Rules or, if represented by a union, the collective bargaining agreement.

This position is included in a collective bargaining unit represented by the State Employees Association of NH, SEIU Local 1984.

IF YOU ARE INTERESTED IN APPLYING FOR THE POSITION ABOVE

- Step 1:**
- Print application from the *HR Job Postings* page on the website <https://www.courts.nh.gov/sites/g/files/ehbemt471/files/documents/2021-04/nhjb-2099-dfps.pdf>

(Applications are required. Resumes may be submitted to supplement the Application, and should be sent in the same fashion as described in step 2.)

- Step 2:**
- e-mail application to: applications@courts.state.nh.us
 - or fax application to: (603) 513-5454
 - or mail application to: Administrative Office of the Courts
Human Resources Department
One Granite Place, Suite N400
Concord, NH 03301

(At any time we may have more than one position vacant in the court system.

Your application may not be considered if you fail to note a specific position on your application.)

GENERAL SUMMARY

This case manager advances the NHJB mission to “*preserve the rule of law and protect the rights and liberties guaranteed by the United States and New Hampshire Constitutions, the courts will provide accessible, prompt, and efficient forums for the fair and independent administration of justice, with respect for the dignity of all we serve.*”

The case manager assists court users with court interactions and court processes related to specific case types, such as divorce/parenting, involuntary emergency admissions/probate commitments, or other case types as assigned. The case manager ensures that each party has the necessary information to advance their case to completion.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Processes cases in the assigned case type over the life of the case.
- Assists litigants with case documents, including emergency filings.
- Reviews incoming documents for completeness and accuracy.
- Determines the proper course for various filings.
- Prepares notices and disseminates them to necessary individuals.
- Conducts Case Manager Conferences, where appropriate.
- Schedules cases for the next hearing or event, where appropriate.
- Closes cases and does end-stage processing, including annulling cases, where appropriate.
- Maintains records of court proceedings.
- Provides information and educational materials where appropriate to parties, attorneys, specific stakeholders, and the general public in regards to the specific case type.
- Interfaces with stakeholders specific to the assigned case types, such as mediators, attorneys, clinicians, hospital staff, legal assistance, and the Office of Mediation and Arbitration.
- Manages and maintains various scheduling and programs within the case type, such as First Appearances or IEA hearings, or other case specific hearing/session type.
- Prepares court dockets, where appropriate.
- Assists judges or other judicial officers in preparation for and on hearing days.
- Coordinates mediation in appropriate cases and monitors progress on cases referred to mediation and interfaces with mediators for scheduling purposes and to ensure court procedures and expectations are met.
- Provides support, including courtroom support where appropriate, and works with judicial officers and court staff.
- Works with local service providers to refer to community programs, where appropriate.
- Assists with record keeping, data compilation and report generation.
- Provides various duties to ensure office efficiency.
- Performs related work as required.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- At least two (2) years of relevant college-level course work or an Associate's degree from an accredited college or university in Social Work, Counseling or a related field, and
- At least three (3) to five (5) years of case management or court experience, or
- Any equivalent combination of training and experience that provides the required skills, knowledge and abilities.

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Legal terminology, court procedures, and case flow.

- State of New Hampshire's Statutes, rules and administrative orders, policies and procedures, and applicable Federal rules and requirements.
- Financial policies, operations and activities of Judicial Branch.
- Judicial Branch computer programs and applications.
- Electronic filing.

Skilled in:

- Customer service.
- Problem-solving.
- Communicating complex information clearly and simply based on the needs of the person with whom you are communicating.
- Working with diverse populations.
- Maintaining neutrality.
- Crisis/emergency management.
- Planning and analysis.
- Managing, priorities, and reprioritizing multiple duties.
- Sound judgment to identify and raise issues to appropriate person or people.
- Collaborating effectively with colleagues.
- Attention to detail.
- Data gathering and compilation.
- Scheduling.
- Preparing and maintaining documents, including spreadsheets.
- Electronic and paper filing.
- Managing time, including work attendance.
- Keyboarding and utilizing other computer technology as primary tools for work.
- Exercising principles of confidentiality for appropriate case types and information.

Ability to:

- Meet schedules and deadlines of the work. For example, ability to set time standards, understand what is required before the standard is reached, and execute the appropriate tasks to meet the standard.
- Perform a variety of duties, often changing from one task to another of a different nature. For example, managing a courtroom, processing cases, helping people at the kiosk, and coordinating multiple schedules.
- Express ideas clearly and concisely both verbally and in writing. For example, write a professional email to colleagues or a judge, give directions to a person seeking assistance at the clerk's office window, provide guidance over the phone to someone seeking information.
- Establish and maintain effective and appropriate customer service practices with repeat parties and stakeholders. For example, understand boundaries between the Judicial Branch and other branches of government, speak professionally to both self-represented and attorney-represented parties, and communicate appropriately and equitably to parties on any side of a case even if you are familiar with one side.
- Follow oral and written instructions.
- Travel to other court locations as needed.

SPECIAL REQUIREMENTS

Must successfully pass a criminal records check

DISCLAIMER STATEMENT

This position description represents general duties and is not intended to list every specific function of this position.