

Job Class Profile: Clerk of the Unified Family Court**Pay Level: CG-29 Point Band: 622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	2	4	3	3	4	5	2	
Points	187	67	13	19	90	65	83	107	21	652

JOB SUMMARY

The Clerk of the Unified Family Court performs specialized work of a legal and administrative nature in managing, supervising and ensuring the efficient operation of the Registry of the Unified Family Court.

Key and Periodic Activities

- Performs legal and administrative work in managing and ensuring the efficient operation of the Registry of the Court.
- Supervises court personnel; assigns and reviews work; provides advice and guidance to staff and clients as required.
- Certifies proceedings. Examines and authenticates copies of pleadings and other documentation files in the Registry. Issues certificates of same.
- Conducts searches, issues applications for divorce, files desktop orders, and performs Justice of the Peace duties.
- Acts as a taxing officer, liaises with the Director of Support Enforcement and employees of other government departments with regards to various court proceedings.
- Secures court exhibits, court files, funds remitted to the court, and prepares bank deposits.
- Prepares bank/cash reports and attendance sheets.
- Issues all court processes.
- Attends management meetings with administrator and Judges.
- Attends staff meetings and staff training.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of methods, techniques or procedures that are clear, well documented and that generally involve a number of different steps to achieve a given outcome.
- Knowledge of the internal policy and procedures, rules of the Supreme Court, Judicative Act, Family Law Act, and other related legislation.

Formal Education and/or Certification(s):

- Minimum: 2 Year post-secondary Diploma in Office Administration.

Years of Experience:

- Minimum: 10 years experience.

Competencies:

- Strong interpersonal, communication, organizational skills required.
- Strong computer skills with various software programs and the case management system.
- Ability to write detailed letters and memos, and proofread and edit letters, memos, orders, and applications.

Interpersonal Skills

- Interpersonal skills are used to listen to information from other people, ask questions to gather information, provide routine information and direction to others, gain the co-operation of others to complete work/address issues/solve problems, deal with angry or upset people in person or on the phone.
- Communications occur with employees in the immediate work area, within the department, outside the department, supervisors/managers, clients, general public, and professional associations.
- The most significant and frequent contacts are with: employees in the immediate work area in the performance of daily work; supervisor to obtain updates and changes; clients on a daily basis to address their concerns and questions and to assist them in filling out applications.

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue, requiring periods of rest.
- There is a constant requirement to lift boxes less than 10 lbs. with regular standing and the occasional requirement for walking, awkward or cramped positions or body movements.
- Examples of physical demands: Files are stored in the vault in the basement requiring the use of stairs, lifting boxes from shelving, and lifting large files. Over 50% of time is sitting at a desk using the computer and on the telephone.
- Constant fine finger precision work when sitting at a desk using the computer.

Concentration

- **Visual** concentration is required on a constant basis (i.e. required daily for data entry, report generation, bank deposits, extended use of a computer).
- **Auditory** concentration (i.e. listening carefully when asked questions to ensure correct answer is provided. Have to strain to hear people on the telephone due to noise in the background).
- **Time pressures and deadlines, interruptions** (i.e. legislated time lines which must be met with regards to filing documents; when Judges request a file immediately; the Registrar may request stats; and regular interruptions from staff with questions that require immediate responses).
- **Repetition** requiring **alertness** regularly occurs (i.e. typing and other daily functions such as orders, reviewing and issuing applications, certificates of divorce, judgements, etc. which must be accurate.)

Complexity

- Work tasks are generally repetitive and well-defined, different but related and allow for the use of similar skills and knowledge.

- Problems have obvious solutions and can be addressed by following procedures and/or guidelines.
- Examples of typical challenges/problems: Ensuring the Registry and Courts are properly staffed; dealing with complex pieces of legislation and the correct interpretation of that legislation. Needs to know which pieces of legislation to apply to a particular situation, where to find the legislation, and how to correctly interpret it. Must also keep abreast of changes in legislation.
- When addressing typical challenges or problems reference can be made to the Policy and Procedures Manual, or seek guidance from the supervisor.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are moderately prescribed or controlled.
- Works independently day to day. Refers to supervisor, Judges, or Policy and Procedure Manual to guide activities.
- Decisions are made with regards to ordering small scale office supplies, assigning tasks to court clerks and other staff, IT support requests, and recommending leave and policy changes.
- Supervisory approval is required for large scale office expenditures, approval of leave, training requests and travel.
- Discretion and judgement are constantly required when dealing with confidential information of the court.
- Family law may be ambiguous at times due to differing possible interpretations of rules and legislation. Must use discretion and judgement in certain matters based on interpretation and understanding of rules, practice, and policy.
- Situations requiring a high degree of discretion are usually discussed with the Judge for direction.

Impact

- Generally has impact (positive or negative) on the immediate work area, on clients/general public, processes and systems, information, finances, and human resources.
- The provision of information to clients on a daily basis has an impact on immediate work area as well as the client. Must ensure accuracy of information through updates on policies, procedures, Rules of the Court, and legislation.
- Errors may have a significant impact in the immediate work area and clients. (i.e. if incorrect information is given to staff regarding a policy or procedure, this will impact service delivery to lawyers, self-represented litigants, and judges.)
- General direction is provided but incumbents work independently on daily tasks. Rules of the court and legislation must be adhered to. There are monthly meetings with judges and the Administrator which also includes discussion regarding new policy and procedures. Errors in orders and judgements for clients can result in unnecessary delays and possibly in costs if a client is represented by a lawyer.
- Consequences and/or errors are normally identified and resolved within hours of identification.

Development and Leadership of Others

- Responsible for the supervision of a medium size work group (5 to 10 employees).

WORKING CONDITIONS**Environmental Working Conditions**

- There is no requirement for safety equipment or special precautions.
- No likelihood of minor cuts, bruises, abrasions or minor illnesses, fractures, injuries or occupational illness resulting in partial or total disability.
- Open concept working environment (Registry) with exposure to office noise, glare from computer use and lack of privacy.