



Diocese of Lafayette
OFFICE OF THE TRIBUNAL
Position Description

POSITION TITLE: *Assistant Case Manager*

POSITION STATUS: *Non-exempt, Full-time Regular, Benefits Eligible*

IMMEDIATE SUPERVISOR: *Case Manager*

(Regular) WORK SCHEDULE: *M-Th, 8:30 a.m. – 4:30 p.m.; Fri, 8:30 a.m. – 12 noon (33.5 hours/wk)*

POSITION SUMMARY

The Assistant Case Manager has the primary function of managing marriage nullity cases and various types of Tribunal processes. The person in this position is careful to follow canonical procedures and to observe strict confidentiality. The work of the Assistant Case Manager is directed and supervised by the Case Manager of the Tribunal.

The Assistant Case Manager must possess the ability to work with persons who may be experiencing stress and pressure; who may feel threatened or angry; who may find the process difficult and emotionally painful; and who may be uncooperative or hostile. This individual must be capable of acting in a courteous and professional manner, with complete confidentiality.

The Assistant Case Manager must be a team player who will share and participate in the vision and goals of the office, following all office and diocesan policies, procedures, and regulations. The person in this position must be able to multi-task and handle stressful situations. The Assistant Case Manager is to ensure the effective and efficient operation of the office by performing duties that meet the needs and demands of the Tribunal under the regular supervision and direction of the Case Manager, and ultimately of the Judicial Vicar.

The Assistant Case Manager will be appointed to the canonical office of Notary and is required to take an Oath of Office, which includes the promise to observe secrecy and confidentiality.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Gather and communicate information regarding Tribunal cases.
- Receive assigned cases and contact those involved regarding deadlines and progress of the respective case.
- Carefully and accurately input computer data to manage case documentation, and ensure that records are kept current.
- Countersign and seal Tribunal documents.
- Regular communication with parish priests, sacramental ministers, and sacramental record keepers.
- Research previous cases.
- May be assigned to take care of office machines (copier, FAX, shredder) and to see to their maintenance and repair as needed, in consultation with the Judicial Vicar.

- Consult with managers and staff of the tribunals in other dioceses to seek or provide information as necessary and appropriate.
- Provide status reports (verbal/written) as requested, according to standards established by the Judicial Vicar.
- See to the day-to-day and general operations of the Tribunal office, as needed and/or assigned.
 - Timely opening and secure closing of the office
 - Prompt answering and directing phone calls
 - Provide information regarding tribunal services and processes
 - Attend programs/meetings/workshops/training, as directed.
- Correspondence, Reports, Informational Materials
 - Handle routine correspondence via mail and/or email; preparing mailings
 - Review petitions
 - Prepare notification letters as necessary
 - Properly maintain confidential records and information; ensuring that all files are secured immediately after work is completed and at the end of each workday
 - Establish case files; timely entering data for same
 - Maintain a calendar to be sure time limits are observed in the processing of each case

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Must be a Catholic in good standing, modeling a Catholic lifestyle and spirituality
- Must maintain current certification in the diocese's program, *A Safe Environment for the Protection of Children and Young People*
- Must possess the ability to act with discretion and maintain confidentiality
- Must possess knowledge and understanding of the Catholic Church and its faith tradition.
- Ability and willingness to learn procedural basics which pertain to Matrimony or Formal Trials of Marriage Nullity.
- Ability to clearly and effectively communicate and interact with the many different persons who are in contact with the office, including but not limited to clergy, religious, and vulnerable individuals.
- Knowledge of and experience in current office-related computer system/program(s), including but not limited to WORD, EXCEL, OUTLOOK, and mail-merge programs.
- Ability to learn specific programs for the Tribunal, especially case management system.
- Must possess proficient typing and proofreading skills as well as ability to compose and write in proper format, punctuation, spelling and grammar.
- Must be self-motivated, prompt in performing tasks and capable of working independently.
- Minimum of five years' office experience; with two years' experience working in situations requiring attention to detail preferred.
- College experience and/or technical school training preferred.
- Good organization skills as well as the ability to multi-task.
- Experience in, or ability to learn, transcribing.
- Ability to read, write, and speak in Spanish or Vietnamese a plus.

JOB CONDITIONS / PHYSICAL DEMANDS

(The following are representative of the physical capabilities that must be met by an employee and the working conditions that an employee in this position encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.)

- While performing the duties of this job, employee is regularly required to sit for extended periods of time, use hands in repetitive motion tasks, handle objects, talk and hear.
- Employee is occasionally required to stand, walk, and reach with hands and arms.
- Must be able to push, pull, lift, and carry items up to 20 pounds.
- Work is performed in an office setting with periods of high stress.
- Specific vision abilities require close vision, depth perception and the ability to adjust focus.
- May be called upon to perform work at times other than noted above, as directed by the Judicial Vicar.

I understand that the above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties, and skills required. Persons with disabilities may receive reasonable accommodations for performing the essential duties.

Duties and responsibilities are subject to change as the needs and requirements of the office change, as determined by the Bishop and/or the Judicial Vicar, in consultation with the Chancellor and the Director of Human Resources.