

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

COURT SERVICES PROGRAM COORDINATOR

CLASS CODE: 99-61-42

POSITION PURPOSE

Ensures the quality of current and new programs being used by court services by developing and maintaining uniform policies and procedures; reviewing and analyzing case management reports and providing direction to field staff concerning correct business processes; assisting technical staff and contractors with computer development and maintenance regarding probation case management systems; creating and maintaining forms, the intranet link, sourcebook, handbook, and other training materials; and coordinating meetings and trainings for probation programs.

DISTINGUISHING FEATURE

The Court Services Program Coordinator is an expert in the business procedures of court services, and relays the knowledge to others who need to understand what court services does, and what is needed for them to accomplish their work.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Provides direction to field staff regarding court services business processes to ensure probation case management operations are implemented effectively and consistently.
 - a. Develops uniform policies and procedures to ensure quality control for current and new programs.
 - b. Reviews and analyzes case management reports for compliance with policies and procedures.
 - c. Informs staff of program changes as they occur, and makes sure they understand and follow the changes according to procedure.
 - d. Ensures that staff receives appropriate training for court services programs.
 - e. Authorizes access to program systems as staff acquires appropriate training.
 - f. Works with external program vendors to determine how their services are used by court services and to resolve issues that may occur with access or functionality.
2. Provides necessary resources for those working in the field by ensuring they are well-informed and have easy access to forms and protocols which allow them to do their jobs effectively and efficiently.
 - a. Creates and maintains court services forms and makes sure individuals affected by changes are notified and using the resources as intended.
 - b. Assists in transferring current forms to computer-generated forms in the new system and provides notification to I/T department of form change requirements.
 - c. Maintains the court services section of the intranet.

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- d. Assists in compiling and updating all program guidelines for new programs and makes them accessible on a statewide access point.
 - e. Updates the court services handbook as changes are generated.
 - f. Plans and performs a new CSO orientation program for new staff soon after they are hired.
3. Acts as the liaison between court services field staff and the Information and Technology (I/T) department to ensure computer programs are developed to fulfill the business processes used by court services.
 - a. Audits existing programs to verify efficiency of operations and integrity of outcome measures.
 - b. Submits requests to and assists I/T staff to get computer programs operating according to the needs of court services.
 - c. Analyzes case management reports and works with I/T staff to ensure case management systems are programmed and working as needed.
 - d. Tests new programming and program changes, and approves informational alerts to court services staff.
 - e. Participates in development and configuration of new systems and subsequent training of staff; and will continue participation through ongoing system maintenance.
 - f. Reviews all computer program issues or requested procedural or programming changes and provides input, answers, and final approval.
 - g. Prepares RMPs for computer change requests and presents them to the IT Maintenance Committee for approval.
 - h. Reviews and approves computer training manuals.
 4. Functions as the South Dakota Deputy Compact Administrator for the Interstate Compact for Juveniles (ICJ); and serves as the backup Interstate Compact Coordinator for both juvenile and adult compacts to ensure consistent facilitation of time-sensitive Interstate Compact processes.
 - a. Handles all aspects of the compact in the absence of the Interstate Compact Coordinator.
 - b. Makes programming decisions for the new system as they relate to compact cases.
 - c. Ensures staff are trained on the rules as well as the national computer tracking systems that are required for tracking offenders in and out of South Dakota.
 - i. Sends reminders about on-line training.
 - ii. Verifies successful completion of training prior to creating accounts for Court Services Officers (CSOs).
 - d. Conducts quality control evaluation of South Dakota data being entered into the national computer tracking systems.
 - e. Ensures Juvenile Corrections Agents have completed training because court services processes juvenile cases being transferred out of state by the Department of Corrections (DOC).
 - f. Answers questions from staff and other states regarding rules and processes for both adult and juvenile compacts.
 5. Organizes and coordinates court services meetings and trainings to ensure they run smoothly and that training is in accordance with court services philosophies.
 - a. Puts on an annual Safety Training Academy for all new CSOs and a refresher course for those who have completed the initial academy.
 - b. Coordinates annual MI/LSI trainings by assisting the training team with preparations.

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- c. Develops quality control tools to ensure training is applicable to needs.
 - d. Provides new CSOs with information concerning business processes and job responsibilities.
 - e. Arranges Chief Court Services Officers council meetings, prepares agendas and materials, attends and participates in meeting discussions, and prepares and disburses meeting minutes.
 - f. Participates as the UJS representative in weekly conference calls regarding Children in Need of Supervision (CHINS) who are committed to the Department of Corrections.
 - i. Reviews social history packets provided by DOC.
 - ii. Discusses cases with other members via the call.
 - iii. Participates in determining placement or suggests alternatives.
 - g. Coordinates with outside agencies for the use of facilities for training and meetings.
6. Performs other work as assigned.

SUPERVISORY FUNCTIONS

The incumbent does not have supervisory authority; however, provides technical assistance and direction with regard to the flow of information to and from court services field staff to ensure they have the tools they need to accomplish their work according to UJS policies and procedures and best practices.

ESSENTIAL FUNCTIONS REQUIRE

General physical activities of a normal work day, sitting, standing, lifting, and driving; attendance in accordance with rules and policies; in-state and out-of-state travel to both organize and attend meetings and trainings; proficiency in the use of typical office equipment such as telephone, copier, computer, etc. As the liaison for court services field staff, the incumbent analyzes their reports and determines and provides the resources they need to do their work, e.g., UJS direction through policies and specific procedures; computer capabilities; training; intranet-available guidelines, handbooks, records, and forms; and organized meetings to share information with peer experts.

PROBLEMS AND CHALLENGES

Challenged to provide resources that field staff need to effectively do their work. This is difficult because it includes many parts such as evaluating efficiency of existing operations and devising corrections; interpreting business needs to I/T staff for programming, and testing and verifying the results; interpreting UJS philosophies into policies and procedures for field operations; organizing and providing training for programs and systems used by field staff and ensuring all are trained applicably; and creating the tools and guidelines to assist them with their work.

Problems encountered include keeping field staff informed of program changes and making sure they understand and are following changes according to procedures; ensuring staff are following the rules of adult and juvenile interstate compacts and that they complete the necessary training on the rules and computer tracking system; constantly updating on-line resources with procedural changes; and developing back-up plans for alternative locations and equipment for planned meetings and trainings.

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DECISION-MAKING AUTHORITY

Decisions include conversions based on options provided by programming staff in preparation for new system implementation and the priority of forms and reports to be developed; answers, input, and final approval of programming changes on existing and new systems; approval of computer alerts sent to staff; how services provided by outside vendors are going to be used and who should have access; the logistics of court services program trainings; whether to grant or deny interstate compact reporting instructions to offenders coming into the state and determining who gets the information; how to handle cases with extenuating circumstances that have a liability impact on the state; the content of materials used in orientation training; and changes in other training materials; logistics related to program trainings and meetings; recommendations for placement of CHINS cases.

Decisions referred to the supervisor are those relating to the statewide impact of court services' philosophy, direction, and policy changes; decisions that have an impact beyond court services; and those interstate compact cases with extenuating circumstances requiring higher levels of expertise.

CONTACT WITH OTHERS and PURPOSE

Daily contact with I/T staff to request programming services for court services, answer questions about court services business procedures, discuss configuration and conversion issues and change requests, and review and approve computer training manuals and alerts to field staff; with the UJS Interstate Compact Coordinator to assist with unusual situations; and with staff from other states regarding transferring cases in and out of the state; weekly contact with National ICJ and ICHOS regarding national compact tracking systems; monthly contact with Alcohol Monitoring systems regarding SCRAM operation needs; the Division of Criminal Investigation with questions and issues about the DNA database and to ensure staff has necessary access; DOC staff to submit probation support requests, provide statistical reports, and provide approval to pay SCRAM billings; and PHarmChem representative to ensure staff are following protocols and receiving training prior to using patches; frequent contact with the Director of Trial Court Services and court services staff regarding changes to forms, Safety Team issues and training, and other trainings and meetings; and local and state agencies regarding use of facilities for trainings and meetings; ongoing contact with Interstate Commission of Adult Offender Supervision staff regarding case entries and staff questions and issues; and OffenderLink representatives regarding use of the program, staff training, and to create accounts for staff; annual contact with representatives of the National Interstate Commission for Juveniles for meetings and trainings and to provide state-specific information.

WORKING CONDITIONS

The incumbent works in a typical office environment. In-state and out-of-state travel is required for trainings and meetings.

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COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- philosophies of the Unified Judicial System,
- court services goals and objectives, policies and procedures, and operations;
- auditing and quality control techniques and practices;
- the principles and practices of probation case management;
- presentation techniques;
- peripheral programs and systems used in court services operations.

Skill in:

- organization;
- problem-solving;
- diplomacy.

Ability to:

- develop and provide presentations and training;
- establish effective working relationships with a wide variety of people within the court system and externally;
- analyze case files prepared by others and determine the extent of their compliance with guidelines;
- interpret business needs to programming staff and understand whether or not computer processes they develop meet requirements;
- visualize and create forms and other resources based on procedures and required guidelines.

Education:

Bachelor's degree in criminal justice or a related field.

Experience:

Two (2) years of experience in probation field work or an equivalent combination of related education and experience.