

**UNIFIED JUDICIAL SYSTEM  
POSITION DESCRIPTION**

**PROBLEM SOLVING COURT ANALYST**

**CLASS CODE: 99-61-33**

**POSITION PURPOSE**

Provides paraprofessional and clerical support for the Problem Solving Court Division by providing technical support and quality control for problem solving court staff, serving as the contact person during Peer Reviews, managing the collection and analysis of statewide problem solving court data, and providing team member orientation and training.

**DISTINGUISHING FEATURE**

This position is responsible for providing technical assistance, quality assurance, and training for statewide problem solving courts and clerical support of the division.

**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 technical assistance to problem solving court staff regarding policies, procedures, and processes to ensure program accountability.
  - a. Informs problem solving court staff of program changes and ensures they understand and follow the program and/or policy changes.
  - b. Answers questions from problem solving court staff regarding policy and procedure.
  - c. Updates manuals, distributes information, and monitors compliance on updated policies and procedures.
  - d. Conducts periodic site visits to problem solving courts and reviews processes and program documentation to ensure compliance with State policies and procedures.
2. Serves as the support and information point of contact during the Peer Review Process to ensure the process is implemented properly.
  - a. Schedules the peer review team by arranging travel and ensuring accurate reimbursement.
  - b. Compiles and disseminates the documentation for the peer review team.
  - c. Maintains all the reports and records from the peer review team.
3. Manages the data collection system to ensure capability of program effectiveness and efficiency.
  - a. Updates the system manual.
  - b. Gathers, compiles, and creates monthly reports and reviews for potential errors.
  - c. Tracks and maintains annual performance measures.
  - d. Monitors collection of necessary data for program evaluation.

## **PROBLEM SOLVING COURT ANALYST**

4. Provides new team member orientation and training to share program knowledge and ensure adherence to program fidelity.
  - a. Prepares materials and assists in the orientation of new Problem Solving Court team members (UJS and non-UJS) to ensure an understanding of the problem solving court model.
  - b. Prepares and updates training exercises and materials regarding discipline specific manuals; the Fidelity process; and problem solving courts rules, policies, and procedures.
  - c. Prepares and conducts quarterly and annual training, as needed, for problem solving court staff.
5. Provides clerical support to the Director to assist in operation of the division.
  - a. Compiles, composes, and finalizes correspondence and reports in an accurate and appropriate format.
  - b. Ensures that correspondence and/or reports are easy to read and understand.
  - c. Takes notes at program meetings.
  - d. Prepares mailings and newsletters for the division.
  - e. Updates the UJS website regarding problem solving court information.
  - f. Maintains and develops problem solving court statewide forms.
  - g. Orders supplies and materials for the division.
  - h. Maintains a filing system for the division.
  - i. Makes travel arrangements and completes reimbursement materials for the division staff.
6. Performs other work as assigned.

### **SUPERVISORY FUNCTIONS**

This position does not have supervisory authority; however, the incumbent will provide technical assistance to problem solving court staff.

### **ESSENTIAL FUNCTIONS REQUIRE**

General physical functions of a typical work day, e.g. sitting, standing, driving, and lifting and carrying materials of 10-15 pounds; attendance in accordance with rules and policies; in-state and out-of-state travel for training and meetings; proficiency in operating office machines such as computer, telephone, copier, etc. The incumbent is required to work effectively with coworkers and the public, keep field staff informed of problem solving court changes and make sure they understand and follow those changes per procedures; continually updating manuals and resources; manage stress; meet deadlines; and communicate both verbally and in writing complex ideas, procedures, and policies.

### **PROBLEMS AND CHALLENGES**

Challenges include maintain knowledge of continually evolving problem solving court procedures and ensuring they are implemented efficiently and effectively, providing accurate interpretation and information to problem solving court staff, ensuring problem solving court staff remain trained in the latest program changes, and ensuring problem solving court manuals remain updated.

## **PROBLEM SOLVING COURT ANALYST**

Problems include ensuring timely orientation and training of new and existing problem solving court staff, accurate and consistent problem solving court data collection, and precise program analysis of complex data to provide accurate reporting on problem solving courts effectiveness.

### **DECISION-MAKING AUTHORITY**

Decisions made by the incumbent include day-to-day technical assistance provided to problem solving court staff, compliance with program standards and expectations during site visits, statewide forms developed for the problem solving courts, content of training materials, implementation of program changes due to a change in policy or legislation, and how to most effectively communicate information and policies and procedures.

Decisions referred include problem solving court objectives and goals, overall problem solving court interpretation of standards and adherence, statewide program and policy changes, and legislative and budgetary directives and initiatives.

### **CONTACT WITH OTHERS and PURPOSE**

Daily contact with the problem solving court staff such as Drug Court Coordinators, Drug/DUI Court team members, and Court Services Officers to share problem solving court program information and provide technical assistance; occasional contact with the Judicial Branch Educator to arrange trainings and other State Court Administrative staff to coordinate activities and disseminate information such as Court Services and Clerks Support.

### **WORKING CONDITIONS**

The incumbent works in a typical office environment. Monthly in-state travel to visit problem solving courts and participate in training and meetings and occasional out-of-state travel to attend training and meetings.

### **COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT**

#### **Knowledge, Skills and Abilities:**

Knowledge of:

- problem solving courts or the court system;
- effective program evaluation methods;
- effective record keeping techniques;
- Microsoft Office such as Word, Excel, and PowerPoint;
- presentation techniques and tools.

Ability to:

- deal with others courteously and effectively with coworkers and the public;
- communicate effectively both orally and in writing;
- prepare and analyze written documents and reports;
- understand the big picture as well as focus on the details of a project;
- prioritize multiple tasks and remain flexible;
- provide attention to details;
- work independently;

## **PROBLEM SOLVING COURT ANALYST**

- meet deadlines.

### **Education:**

Graduation from a college or university with a bachelor's degree in psychology, sociology, criminal justice, or a related field.

### **Experience:**

One (1) year of experience in problem solving court field work or a related field; or an equivalent combination of related education and experience.