

UNIFIED JUDICIAL SYSTEM POSITION DESCRIPTION

ADULT SERVICES PROGRAM MANAGER

CLASS CODE: 99-61-40

POSITION PURPOSE

Provides timely, accurate, consistent, and reliable leadership, advice, information, and analysis in support of the Unified Judicial System (UJS) employees and programs while increasing the public's trust and confidence in the UJS through proactive court service operations.

DISTINGUISHING FEATURE

This position provides policy and procedure direction, support, and oversight for the Court Services division including adult and juvenile court services and operations to ensure goals and objectives are met.

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. Oversees the development, guidance, and implementation of policies and procedures of statewide court service operations to ensure program success, uniformity, integrity, and quality control.
 - a. Provides leadership and ensures uniformity of operations in South Dakota for court services operations.
 - b. Recommends policy changes to the Chief Justice, Presiding Judges Council, Deputy State Court Administrator, and State Court Administrator.
 - c. Identifies, develops, and leads the implementation of research (evidence) based practices and initiatives for probation services.
 - d. Recommends training development specific to practices.
 - e. Establishes community based programming contracts, oversees billings, and develops Memorandums of Understanding.
 - f. Represents the UJS by serving on external and UJS statewide Councils and Committees.
 - g. Reviews data and engages in program analysis to ensure fidelity to practices and procedures.
 - h. Provides policy and program interpretation and guidance.
2. Manages the adult and juvenile Interstate Compact program to ensure compliance with rules and regulations.
 - a. Serves as the Deputy Compact Administrator for statewide adult offender interstate supervision and the Commissioner for statewide juvenile probation and Department of Corrections parole juvenile interstate matters.
 - b. Participates in national Interstate Compact meetings and votes on changes to rules and regulations.

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- c. Ensures compliance and adherence to the rules governing the transfer of adult and juvenile probationers in and out of the state of South Dakota.
 - d. Interprets and implements Interstate Compact rules and regulations.
 - e. Ensures that court services officers and Department of Corrections staff are trained and knowledgeable of rules and regulations and communicates any rules revisions or changes.
- 3. Participates in various committees, meetings, and legislative activities to share information and carry out division and UJS goals and objectives.
 - 4. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position supervises staff who are responsible for researching, developing, implementing, and ensuring uniformity in circuit court services functions; and the adult and juvenile Interstate Compact program.

ESSENTIAL FUNCTIONS REQUIRE

In-state and out-of-state travel is required for meetings and training; attendance in accordance with rules and policies; sitting for extended periods of time; and operating office machines such as a computer, telephone, copier, etc. The incumbent is also required to work effectively with coworkers, stakeholders, and the public; manage stress with a calm demeanor; meet deadlines and objectives; demonstrate initiative and motivation; and communicate (verbally and in writing) complex ideas, rules, policies, and procedures.

PROBLEMS AND CHALLENGES

Challenges include ensuring all programs' rules, policies, and procedures are followed and in a uniform manner to maintain program integrity; organizing workload to accomplish the multitude of tasks associated with this position; staying abreast of trends in areas that are overseen by this position; effectively communicating continual program changes to staff; identifying procedural errors, investigating cause, and providing a solution to ensure problems do not reoccur and are fixed in a timely manner; maintaining program focus on the big picture; keeping program stakeholders engaged and passionate, but also patient to ensure thorough planning and program success; and investigating public complaints.

DECISION-MAKING AUTHORITY

Decisions made by the incumbent include day-to-day management of the division; interpreting and implementing existing programs rules, policies, and procedures; recommending new program initiatives to pursue and implement; recommending statewide training programs for probation; and participating in cross governmental meetings.

Decisions referred include final authorization of programs' rule and policy changes by the Chief Justice, State Court Administrator, Presiding Judges, or the Supreme Court; and Interstate Compact rule disputes between states.

CONTACT WITH OTHERS AND PURPOSE

The incumbent has daily contact with the Chief Court Services Officers to provide direction, policy interpretation, information, and training regarding their daily functions. The incumbent has frequent contact with the Deputy State Court Administrator and State Court Administrator to share information, provide statistical data, and seek authorization; and SCAO Division Directors, Circuit Administrators, Judicial Branch Educator, state and federal agency staff (DOC, DSS, DHS, DOH, Governor's office, Attorney General's office, DCI, Secretary of State's office, Highway Safety, etc.), County Auditors, State's Attorneys, national constituents, National Commissioners and Deputy Compact Administrators for the Adult and Juvenile Interstate Compacts, etc. to provide information, seek clarification, and further UJS and division goals and objectives.

WORKING CONDITIONS

The incumbent works in a typical office environment. Occasional statewide travel may be required to visit circuits, staff, stakeholders, and partners to gather information, attend meetings, and provide training. In addition, out-of-state travel may be required to attend meetings and/or training.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- court and judicial system;
- UJS policies, procedures, and processes;
- probation services, best practices, and operations;
- budgeting fundamentals;
- supervisory and leadership techniques and tools.

Skill in:

- organizational and time management;
- project management;
- critical thinking.

Ability to:

- provide supervision, leadership, coaching, and mentoring to staff;
- manage expectations of staff and constituents;
- develop and provide public presentations and training;
- be diplomatic, self-motivated, persuasive, decisive, consistent, and assertive;
- effectively manage highly stressful situations and remain patient and calm;
- research, administer, establish, and interpret rules, policies, guidelines, and procedures;
- act as liaison with other courts, executive branch, and outside entities to build networks and consensus and foster collaborative relationships;
- communicate in a clear and concise manner both orally and in writing;
- establish credibility and integrity;
- maintain confidentiality of personnel issues and records.

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Education:

Bachelor's degree in criminal justice, sociology, psychology, public administration, or a related field.

Experience:

Five (5) years of progressively responsible work experience in court administration or correctional administration, and supervising staff; or an equivalent combination of related education and experience.

Preference will be given to successful completion of the Court Executive Development Program (CEDP) through the National Center for State Courts.