

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

CHIEF COURT SERVICES OFFICER

CLASS CODE: 99-61-30

POSITION PURPOSE

Manages the Court Services program and staff in a judicial circuit by assigning cases to Court Services Officers and reviewing caseloads; provides oversight on functions performed by the Deputy Chief Court Services Officer, which includes specialty court functions; establishing community-based resources for staff, ensuring staff awareness of and compliance with policies and protocols of the Unified Judicial System, and effective and efficient development and allocation of funds.

DISTINGUISHING FEATURE

The Chief Court Services Officer is distinguished by his or her skill as a liaison between the Court Services program and the variety of community agencies and providers within the circuit, which provides the benefits of communication and education that enhance the success of working relationships among staff and those they reach out to for program implementation.

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. Supervises Court Services staff, including Deputy Court Services Officers, Court Services Officers, and support staff, to ensure the work assigned to the circuit is accomplished.
 - a. Participates in selecting new employees and ensures they have appropriate training in procedures, policies, and protocols.
 - b. Assigns cases to Court Services Officers, taking into consideration the workload level of each.
 - c. Monitors caseloads by reviewing caseload reports, file documentation, and compliance with policies and procedures to ensure cases are being supervised appropriately.
 - d. Works closely with Court Services Officers to help them manage their caseloads, answer their questions and help them find resolutions to problems.
 - e. Ensures that Court Services Officers properly complete the transfer of South Dakota cases out of the state and approves and assigns interstate compact cases coming into South Dakota.
 - f. Reviews and forwards all interstate compact documents completed by Court Services Officers in the circuit.
 - g. Works closely with support staff to ensure data is processed correctly and in a timely manner.
 - h. Ensures staff has the equipment, tools, and resources they need to effectively complete their job requirements.
 - i. Conducts performance evaluations and provides ongoing training and staff development; initiates disciplinary action and recommends termination when necessary.
 - j. Monitors and approves time sheets and leave requests.

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2. Leads the development and implementation of community-based programming and services in the circuit to ensure there are available resources in the community for clients and appropriate programs within Court Services to supervise the clients.
 - a. Speaks with program directors about the services they provide, brainstorms ideas for new programs that will positively affect clients, and discusses opportunities to build relationships between agencies.
 - b. Provides court leadership by bringing community leaders together to develop a common goal and shared vision, articulating the directions the UJS and the circuit wish to pursue, and providing data that supports the court's position.
 - c. Identifies gaps in services and works with local agencies to fulfill the needs of the clients and the communities.
 - d. Works continuously with managers in multiple agencies with the common goals of improving and enhancing services and resources, including expansion of services in rural areas.
 - e. Works with diverse groups and community stakeholders to make the public aware of what Court Services does and the services it provides to the communities.
 - f. Works with agencies one-on-one to resolve problems and reestablish understanding.
3. Formulates and prepares the Court Services budget based on priorities within the circuit, review of historical workload data, and projection of potential workload; and is responsible for expenditure of allocated funds.
 - a. Prepares justifications for requested increases in funding.
 - b. Monitors daily expenditures in Court Services to ensure they are within budget parameters and contract details.
 - c. Reviews referrals to ensure clients with highest needs receive funding.
 - d. Determines whether service providers should receive community-based contracts.
 - e. Researches agencies to determine whether there are options for matching funds or co-payments to further extend available funding.
4. Supervises clients on probation and performs other casework duties to facilitate balance of the Court Services' assignment.
 - a. Writes pre-sentence investigation reports for adult clients and social case study reports on juvenile clients.
 - b. Supervises conflict cases or high profile cases and works with clients who are developmentally delayed or have mental health issues, assisting them with services and constantly reinforcing positive behavior while addressing negative behavior.
 - c. Completes risk and needs assessments and develops probation plans, and then assists clients in understanding the goals of the plans and making sustainable changes in their lives.
 - d. Performs field visits and conducts PBT and urine testing to monitor compliance with probation orders and plans.
 - e. Researches probationers' life issues to acquire in-depth information in order to make an informed and appropriate recommendation for penitentiary or community supervision.
 - f. Imposes sanctions, praises positive behavior, places clients into custody, sets up restitution plans, develops payment plans, makes referrals for services, recommends early discharge, does violation reports, etc., all examples of daily activities involved with the supervision of clients.

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5. Builds relationships with communities by working with the public and educating them about the role of Court Services.
 - a. Speaks at local events, to service groups, to law enforcement agencies, and to schools.
 - b. Educates the public and builds future partners and stakeholders.
 - c. Participates on local boards and committees.
6. Performs other work as assigned.

SUPERVISORY FUNCTIONS

Supervises case management in the circuit by providing guidance to staff in supervising probationers, answering questions from staff; assisting with challenging cases; and communicating policy, protocols, and sentencing options; ensures computer systems are up to date with correct and timely data; ensures payroll information is completed and submitted on time; develops and implements a circuit budget, monitors expenditures, and justifies budget requests; establishes relationships with community stakeholders in the circuit and supervises staff and community interaction; and supervises a case load of probationers.

ESSENTIAL FUNCTIONS REQUIRE

Travel within the circuit court district to interact with subordinates and community-based agencies; attendance in accordance with rules and policies; in-state and out-of-state travel for training and meetings; ordinary daily sitting, standing, and lifting; frequent extended work hours; and proficiency in technical systems used by the court and various media resources. Incumbents must understand and interpret UJS policies, protocols, and procedures, and law enforcement and sentencing procedures, and communicate those interpretations to staff, local agencies, and providers; stay calm, patient, compassionate, and objective when working with clients yet maintain awareness of potential physical hazards; and be confident and straight-forward in decisions made and resolutions to problems with which confronted.

PROBLEMS AND CHALLENGES

Challenges include managing Court Services activities across a broad and diverse circuit; this is difficult because it precludes direct supervision of staff in several different offices and necessitates continuous communication by phone, email, and scanned documents. Further challenged to develop and implement new programs; this is difficult because it requires significant time commitment, good working knowledge of the programming, working with and training staff and community agencies on the mission and purpose of the programming and being consistent with the message, and maintaining awareness of new community-based programming.

Problems encountered include working with resistant clients and families and dealing with dysfunctional lifestyles; issues regarding court orders and judgments conflicting with policy and protocols; making sure Court Services Officers have the maturity, temperament, and compassion for the work, and are properly trained to manage the demands of their jobs; safety of the staff given the nature of the job; dealing with interstate compact cases and understanding other states' conditions and court orders; predicting the number of units needed for the

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community-based budget due to constantly changing clients; and staying within budget parameters with sometimes unforeseen expenses.

DECISION-MAKING AUTHORITY

Decisions include assignment of cases and individuals' workload levels, resolution of daily supervisory issues, whether the court will pay for community-based services, ongoing and new program development and implementation, authorization of bills received from community based and home-based providers, proposed content of the Court Services budget, authorization of budgeted expenditures, recommendations for selection of new employees, recommendations for additional providers, and recommendations for local office procedures.

Decisions referred include final approval of new hires, budget requests, provider contracts, disciplinary actions, terminations, and court decisions; and violations referred to law enforcement, states attorneys, and judges.

CONTACT WITH OTHERS and PURPOSE

Daily contact with staff, law enforcement agencies, treatment and counseling agencies, clients on probation and their families and attorneys, judges, clerks, the general public, school officials, and state agencies regarding Court Services' caseload; frequent contact with judges, circuit administrators, treatment providers, and community leaders regarding the development and implementation of community-based programming; frequent contact with the general public, law enforcement agencies, and schools for the purpose of community education and information; frequent contact with presiding judges, circuit administrators, staff in the State Court Administrator's office, and other CCSO's regarding budget development and expenditure; frequent contact with community service providers regarding the services they provide and whether to recommend contracts.

WORKING CONDITIONS

The incumbent works in a typical office environment. Work requires significant travel among communities and counties within a circuit court; in-state and out-of-state travel for meetings and training; working non-traditional hours due to on-call situations; and exposure to potential physical harm when dealing directly with convicted felons and delinquent youth.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- human behavior;
- social programs and available state and community resources;
- adult and juvenile criminal justice systems;
- human resources management practices and procedures;
- rules and policies of the Unified Judicial System and protocols and procedures related to Court Services;
- fiscal management.

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Skill in:

- time management;
- leadership.

Ability to:

- listen to what an individual is saying and understand;
- communicate effectively with a wide variety of people, both orally and in writing;
- schedule and direct the work of Court Services staff;
- remain calm when dealing with clients;
- establish and maintain effective working relationships;
- read, analyze, and interpret the law;
- counsel and maintain professionalism in adverse situations;
- use computer hardware and software at a professional level.

Education:

Bachelor's degree in criminal justice, psychology, sociology, behavioral science, or a related field.

Experience:

Five (5) years of experience in Court Services, probation, parole, social work, or a related field; or an equivalent combination of related education and experience.