

**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, intranet links, sourcebooks, handbooks, and other training materials; and coordinating meetings and trainings for court service programs.

DISTINGUISHING FEATURE

The Court Services Program Coordinator is an expert in the business and technological procedures of court services and relays the knowledge to others who need to understand the functions of court services and is required 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 ensures individuals affected by changes are notified and using the resources as intended.
 - b. Creates and maintains the court services section of the Intranet.
 - c. Creates and updates court services handbooks as changes are generated.
 - d. Assists in compiling and updating all program guidelines for new programs and makes

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- them accessible on a statewide access point.
- e. Plans and performs a new CSO orientation program for new staff soon after they are hired.
 - f. Transfers new forms and establishes form changes to the IT department so computer-generated forms are available in the probation case management system.
3. Serves as the liaison between court services field staff and the Information and Technology (IT) department to ensure computer programs effectively support the business processes of court services.
 - a. Audits existing programs to verify efficiency of operations and integrity of outcome measures.
 - b. Submits requests to and collaborates with IT staff to get computer programs operating according to the needs of court services.
 - c. Analyzes case management reports and works with IT staff to ensure case management systems are programmed and functioning as required.
 - d. Tests new programming and program changes, approves final product prior to deploy any updates, and creates and transmits informational alerts to court services staff.
 - e. Participates in development and configuration of new computer systems with continuous involvement 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 all court services computer training manuals.
 4. Serves 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 efficient and timely facilitation of Interstate Compact processes.
 - a. Manages compact operations in the absence of the Interstate Compact Coordinator.
 - b. Manages programming and reporting decisions related to the entering and tracking of compact case information within Odyssey.
 - c. Ensures staff are trained on the rules and national computer tracking systems required for monitoring offenders entering and exiting South Dakota for both adults and juveniles.
 - i. Sends reminders about training requirements.
 - ii. Verifies successful completion of training prior to creating accounts for Court Services Officers (CSOs).
 - iii. Answers questions and issues by staff related to the national tracking systems.
 - d. Conducts quality control evaluations of South Dakota data being entered into the national computer tracking systems.
 - e. Ensures Juvenile Corrections Agents and Department of Corrections complete necessary training as they transfer juvenile parolees through the compact.
 - 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 smooth operations and adherence to court services philosophies.
 - a. Leads the Outstanding CSO Award process from start to finish.
 - b. Provides new CSOs with information concerning business processes and job responsibilities.

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- c. Arranges Chief Court Services Officers council meetings, prepares agendas and materials, attends and participates in meeting discussions, and prepares and disburses meeting minutes.
 - d. Coordinates with outside agencies for the use of facilities for various trainings and meetings.
 - e. Coordinates and completes projects as approved and directed by the Director of Court Services and Chief Court Services Officer Council.
 - f. Coordinates trainings for staff concerning peripheral programs and systems used by court services.
6. Performs other work as assigned.

SUPERVISORY FUNCTIONS

The incumbent does not have supervisory authority; however, provides technical assistance and direction regarding 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 workday, 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. Proficiency using court services programs such as Odyssey, the ICJ Learning Management System & UNITY, the ICAOS Learning Management System & ICOTS, SCRAMNet, HOPE Probation, and Fieldware (OffenderLink). 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

The challenges encountered include maintaining effective communication with field staff regarding ongoing program changes and ensuring compliance with statutory requirements and established business policies and procedures. Additionally, there is a need to continually update resources in response to statutory, policy, procedural, and computer programming changes. It is also essential to ensure that staff adhere to adult & juvenile compact rules, complete the necessary training on these rules and computer tracking system requirements, and troubleshoot online reported issues before ultimately seeking assistance from the national office.

Problems encountered include providing field staff with the necessary resources to effectively perform their work involves addressing other complex challenges. These include evaluating the efficiency of existing operations and implementing improvements; interpreting business needs for IT staff to facilitate programming, testing, and verifying outcomes; translating organizational philosophies into actionable policies and procedures for field operations; ensuring completion of training for programs and systems used by field staff; and developing tools and guidelines to support their required tasks.

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DECISION-MAKING AUTHORITY

Decisions include initiating and submitting requests for new computer programming adjustments or changes, addressing inquiries and concerns from the IT department throughout the review process, assisting in testing system modifications, granting final approval for production implementation, and composing and disseminating final change notifications to staff detailing the modifications made; prioritizing the development of necessary forms and reports by submitting requests based on urgency, frequency of use, and impact on daily operations while ensuring alignment with court services goals; maintaining a standardized format to ensure consistency and compliance with current laws and policies; implementing a periodic review for all forms to identify needed revisions, working with the IT department to submit and track requests for form updates in the case management system; determining and developing new CSO orientation materials that communicate policies, procedures, and expectations; determining the dissemination of information to staff regarding Odyssey Supervision, policies and procedures, and the adult and juvenile interstate compact information; determining instances where court services departmental changes may impact or intersect with possible procedures of other departments (IT, Clerks, Budget & Finance, and Treatment Courts) and coordinating meetings to ensure alignment and consistency across affected areas; and determining whether to grant/deny request for reporting instructions for offenders wishing to transfer supervision to South Dakota.

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 IT 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 court services field staff providing direction on procedural questions regarding their daily functions; frequent contact with National ICJ and ICHOS regarding national compact tracking systems; clerk support and treatment courts regarding issues and changes that overlap between office operations and procedures; vendors such as Fieldware/OffenderLink to discuss program changes, training staff, account set-up, and approving system change requests to align with needs; Department of Social Services (DSS) to ensure referral forms for community-based services are up to date; monthly contact with Alcohol Monitoring systems regarding SCRAM operation needs, supplies, and billing; 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 ensure training; Budget and Finance office regarding payments and financial accountability system; and staff from other states regarding probationers transferring in and out of South Dakota.

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WORKING CONDITIONS

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

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.