CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Court Services Manager – Community & Therapeutic Courts**	**UNION:231** **SG:7** **CS:N**
DIVISION:	**Municipal Court**	**FLSA:N** **SOC/EEO4CODE: 11-9151/PR**

JOB SUMMARY:

Responsible for oversight of all aspects of the Community and Therapeutic Courts, as well as all other diversion programs at Bellingham Municipal Court.

Serves as the primary Community and Therapeutic Court liaison with the public and providers; communicates regarding scheduling, reporting, and policies. Solicits new providers as needed. Collects statistical data to track the impact of all Community and Therapeutic courts and diversion programs on the overall Bellingham criminal justice system. Analyzes relevant data and prepares written and oral reports. Collects and submits materials for the Bellingham Municipal Court's webpage. Develops, writes, and administers grant applications. Troubleshoots and problem solves with respect to the daily operations and activities of the Court. Delivers presentations to City Council and the public. Develops, recommends and implements Community Court, Therapeutic Court and diversion program policies and procedures. Provides on-site supervision.

Assists the Court Administrator, the City Attorney's Office, Bellingham Police Department and outside agencies in all aspects of program delivery as directed. Complies with legal standards and requirements. Assists with budget development and monitoring finances related to programs.

SUPERVISORY RELATIONSHIPS:

Reports to the Court Administrator. Works under general guidance and direction according to City and Department policies and procedures as well as applicable Federal, State, City and departmental laws, standards, regulations and guidelines. Supervises Court Clerks serving in therapeutic courts and diversion programs, as assigned.

ESSENTIAL FUNCTIONS:

1. Manages all aspects of the City's Community and Therapeutic courts, as well as all other Municipal Court alternative and diversion programs. Under the direction of the Court Administrator, develops program goals and objectives; plans, organizes, trouble-shoots, problem-solves, and delegates day-to-day operations and special projects. Develops, recommends, implements and evaluates policies, procedures and best practices for all therapeutic courts and diversion programs. Facilitates problem resolution on issues arising in the performance of alternate sentencing programs and other justice programs.

2. Determines eligibility for programs and explains program guidelines, conditions, requirements and restrictions. Utilizes the Judicial Information System and Judicial Access Browser System to obtain background information and provides that information to the Court.

3. Trains, evaluates and manages performance of assigned staff. Provides coaching and corrective action as appropriate. Establishes systems and methods for training, motivating and supervising work team and a system of communication/cooperation among staff.

4. Records program information and data accurately and maintains records consistent with departmental policies and city, state, and federal law. Maintains documentation of all contacts made and actions taken. Reviews, appropriately responds and submits for review all documents obtained from agency monitoring services and distributes according to program procedures.

5. Makes oral presentations to City Council, Jail Task Force and other civic or educational groups regarding the purpose, function and results of the Therapeutic Courts and programs being used by the City, as assigned. Coordinates outreach efforts with other agencies and organizations. Collects and submits materials for publication on the Bellingham Municipal Court's webpage.

6. Prepares complete reports on time with supporting conclusions and recommendations as requested.

7. Serves as a liaison between all contracted agencies, Prosecutor's Office, Defense Counsel Attorneys, Bellingham Police Department, other outside agencies, and the Court.

8. Researches, develops and recommends potential new programs and therapeutic courts. Communicates with the Center for Court Innovation. Solicits new providers. Formulates recommendations, anticipating possible outcomes and appropriately communicates significance of findings.

9. Researches available grants, writes grant applications, and manages awarded grants as approved in meeting program objectives. Monitors and ensures all requirements of grants and contracts are met.

10. Assists the Court Administrator with preparing the program budget; implements and monitors approved budget. Prepares and submits budget reports and analysis as requested.

ADDITIONAL WORK PERFORMED

1. Performs other related work of a similar nature or level as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills and Abilities)

Knowledge of:

- Court practices, processes and procedures including creating and proposing orders for submission to judicial officers.
- Working knowledge of pre-trial and sentencing conditions
- Working knowledge of Federal, State and City laws and Judicial policies and procedures
- City personnel policies, procedures and employee labor contracts.
- Technology, judicial information systems, computer technology and standard office software.

Skills in:

- Written and oral communication for corresponding and speaking, using tact and diplomacy, with the public, employees and partner organizations.
- Effective problem solving.
- Public speaking.
- Short and long-term planning, organizing, managing projects and budgeting.
- Overseeing, training, coaching, mentoring, and evaluating staff.
- Excellent oral and written communication skills.

Ability to:

- Read, understand, interpret laws, ordinances, rules and regulations, and to explain regulations and procedures to the general public.
- Analyze situations quickly and objectively, encouraging compliance of defendants who have been court ordered to a sentenced alternative.
- Learn and apply policies and procedures governing work performed.
- Maintain the confidentiality of all sensitive communications.
- Deal with the public and other employees with courtesy, tact and good judgment.
- Perform repetitive, detailed record keeping while maintaining accuracy and attention to detail.
- Design reports and summarize data.
- Utilize computerized record keeping systems and computerized court systems and data bases.
- Complete records in a timely and accurate manner.
- Possess problem solving/decision making skills, adaptability/flexibility.
- Work independently with minimal supervision.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine.;
  - Frequently communicate accurate information and ideas with others;
  - Travel between work sites.

WORKING ENVIRONMENT:

Work is performed primarily indoors in an office setting with extensive periods of time sitting or standing. Works at a computer workstation and with a variety of office equipment. Frequently interacts with the public on the telephone and in person. Environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment. Possibility of exposure to hostile, offensive language and interactions with angry, volatile or mentally ill individuals who may be verbally abusive and/or threatening.

EXPERIENCE AND TRAINING REQUIREMENTS

- Bachelor's degree in criminal justice, social science, psychology or a related field.
- Two years of progressively responsible experience in criminal justice or social services.
- One year of lead or supervisory experience.
- One year of program development and/or management experience preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, local background check and fingerprinting. Subject to re-check every five years.
- Must be willing to sign confidentiality agreements with the State of Washington and the Court in regard to ethical standards and database access and use.
- May be required to work beyond normal office hours for meetings, presentations or to process materials with legal deadlines.

PREPARED BY: D. Peterson
R. Delker
10/23

REVIEWED BY: _____
Darlene Peterson
Court Administrator