



PRE-TRIAL SERVICES PROGRAM MANAGER

Department: Clerk of Superior Court
Job Class #: 236800
Pay Range: Professional 09

FLSA: Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: Plan, manage, supervise and coordinate Pre-trial Services Program for the Pierce County Clerk of the Superior Court. An employee in this classification is responsible for overseeing pre-trial case management services for Superior Court; supervision of Pre-trial services staff; program coordination and development and assess and monitor arrested and charged persons who are involved in legal proceedings in Superior Court. This position participates in high level strategic planning with the Oversight Committee which includes representatives from citizens at large, council members, Judges, Clerk of Superior Court, law enforcement leadership and Pierce County Executive Office.

SERIES CONCEPT: The Pre-trial Services Program Manager is the third level of a three level Pre-trial Services Series (Pre-trial Services Case Coordinator 1 and 2 and Pre-trial Services Program Manager). Work in this classification is distinguished from the Pre-trial Services Case Coordinator 2 by a higher degree of independent functioning and judgment, the assignment of management duties and program development.

ESSENTIAL FUNCTIONS:

- Oversee and supervise the pre-trial services program for Superior Court.
- Recommend program plans, objectives, goals and strategies and determine appropriate implementation and monitor progress.
- Participate in development of screening tools then implement and maintain
- Participate in the determination of security clearance level requirements for division
- Supervise and coordinate activities of a designated unit; determine work procedures, prepare work schedules and determine methods for expediting workflow; assign, review and approve the work of subordinate staff.
- Ensure consistent interpretation of laws, rules, policies and procedures.
- Investigate grievances involving subordinates and recommend resolution; recommend hiring, promotional and disciplinary actions; approve leave requests, and overtime; assure adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards.
- Identify training needs and coordinate appropriate training for staff.
- Reviews new legislation and WACs for impact on pre-trial services.
- Maintain and monitor statistics, outcomes and performance measures for the assigned unit.
- Monitor budget.
- Recommend budget requirements regarding existing and new services.
- Maintain and monitor statistics, outcomes and performance measures.
- Performs the functions of a Pre-trial Services Case Coordinator 2. Handles reduced size client case load.
- Maintain effective communication with Superior Court Judges, law enforcement, members of the local bar, Prosecuting Attorney's Office, Department of Assigned Counsel, Dispute Resolution Center, mediators, inmates and other agencies regarding daily operations of division;
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.

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- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

OTHER JOB FUNCTIONS:

- Make public presentations regarding pre-trial services.
- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under the direction of the Pierce County Clerk of Superior Court and is reviewed periodically for compliance with governing laws and regulations, fulfillment of program objectives, and quality of services provided. The Pre-trial Services Supervisor has full supervisory responsibility of assigned personnel.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Pre-trial Services Program Manager works in varied environments on a daily basis which may include, but are not limited to, correctional facilities, court rooms, and administrative offices; work involves exposure to inmates on a regular basis. The incumbent may be exposed to situations of a highly emotional or confrontational nature; incumbents are expected to use verbal skills to independently defuse interpersonal confrontation or conflict, and may be required to request emergency assistance to resolve physical altercations or physically calm an individual. Work is generally completed on a regularly scheduled basis; however, daily work hours will vary and days off will rotate. Attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Work is subject to frequent interruptions and noise levels are varied based on the work locations.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing; there is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the position. Travel to various work sites and/or meeting locations is required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Philosophy and operation of the justice system.
- Court procedures and legal terminology.
- Interview techniques.
- Police reports and criminal justice system processes.
- Judicial and criminal justice systems in general.
- Principles and practices of public administration, organization, personnel management and modern supervisory practices.
- Quality assurance, utilization review and case record review.
- Automated court/probation case management systems.

Skill in:

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.
- Staff training and other demonstration/education techniques.
- The use of interpersonal and verbal skills to defuse emotional situations.

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- Interviewing people, gathering and applying information in an objective, fair manner.
- Basic math necessary to compute net and disposable incomes.
- Keyboard and computer functions sufficient to operate automated systems and process associated paperwork.

Ability to:

- Plan, assign and coordinate work.
- Establish and maintain effective work relationships with elected officials, department heads, associates, and with the general public.
- Understand and follow written and verbal instructions.
- Effectively interview individuals and/or access multiple automated systems to gather a variety of personal and financial information.
- Respond to individuals who may be in various states of emotional distress, including confrontive, frustrated, angry or uncooperative, while maintaining professional demeanor, personal composure and in a manner to de-escalate emotional or hostile situations.
- Clearly understand and apply detailed and complex financial information.
- Use appropriate independent judgment to interpret data and information regarding the disposition of person's in-custody and assess risk to the public.
- Communicate Court procedures and legal terminology verbally and in writing in clear, understandable terms to audiences of varying sophistication and knowledge of the legal system.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Prepare accurate and complete written reports and/or other types of informational documents regarding the status of each defendant.
- Work independently, objectively, and make independent judgments.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner; effectively conduct a large number of interviews daily; maintain flexibility and adaptability to constant change of daily assignments.
- Establish and maintain effective working relations with co-workers, public and private officials, the general public, defendants, family or legal support.
- Effectively persuade, inform, educate, train, solicit information, motivate and direct a wide variety of individuals or groups.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY:

A Bachelor's Degree in Sociology, Psychology, Criminal Justice or a related field plus three years of progressively responsible experience in criminal justice services to include in-person interviewing, assessment and monitoring is required. Any combination of experience/education which would clearly indicate the ability to perform the duties of the position may be substituted. Previous supervisory or lead experience is desired.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS A valid Washington State driver's license is required when travel is required of the position. Ability to successfully complete all required background investigations including submission of fingerprints.