

City of Oregon City		Position Description
Position: Caring Court Manager		Management
Department/Site: Oregon City Caring Court		FLSA: Exempt
Reports to: Finance Director		Salary Grade: 130

### **Classification Summary**

The Caring Court Manager will oversee the Caring Court Program in concert with the Presiding Judge. Will perform a variety of supervisory and complex functions including planning and directing court activities, ensuring compliance with legal and administrative requirements and supervising court staff. Evaluate operations and formulate policies, procedures and best practices.

The Manager will supervise and facilitate communication with the court, community partners, and other City staff and oversee court operation aspects of the program. The position will oversee file maintenance, contracts, documentation of procedures, written materials, inter-City partnerships, data collection and be responsible for facilitating discussion and analysis regarding performance measures and other data points with the Caring Court Team.

### **Distinguishing Characteristics**

The Caring Court Manager is a front-line supervisory management position that is responsible for diverse and specialized activities related to criminal community court operations. Advancement to this position requires a demonstrated ability to apply independent judgment, work with outside agencies that support participants suffering from housing insecurity, addiction, and mental health issues, general knowledge of court proceedings and compliance with the qualifications of the position.

### **Typical Duties and Responsibilities**

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties or specific tasks that may be assigned to a particular position. The incumbent may perform a combination of some or all the following duties:*

- Provide leadership through excellence in customer service with internal and external customers. Handle difficult situations with tact and professionalism. Ensure staff provide a high level of service in support of achieving the Department and City goals and objectives.
- Oversee day-to-day operations for the community court program, including working with participants to connect with social services and programs and complete diversion agreements or probationary sentences, examine local resources based on potential participant needs, collaborate with service providers, and establish Memorandum of Understanding (MOU) with local service providers that include services for mental health, substance abuse, housing services and employment programs.
- Conduct internal audits to ensure processes are efficient and carried out accurately. Remains current on computer software updates and changes. Monitor and maintain accountability of

program compliance with the assistance of a court clerk and provide recommendations to the staffing team as appropriate.

- Prepare a biennial budget for review, implementation, and then monitor budget to actual activities throughout the period. Prepare revenue and expenditure estimates. Monitor spending. Leads strategic planning, seeks grants opportunities, and efforts to expand the program.
- Works collaboratively with the Oregon City Court Administrator and court clerk assigned to community court in court proceedings. Work with employees to ensure workflow is maintained and goals are met. Assign and oversee work according to changes in workload and priorities.
- Maintain knowledge regarding changes in legislation to ensure compliance with laws.
- Revise and update policies and procedures as necessary to meet legal requirements and City needs.
- Oversee the preparation and management of funding, dockets, donations, and volunteer programs.
- Coordinate and work with court operations and the Caring Court Team to problem-solve logistical and operational issues that arise.
- Point of contact for the City and works with the Caring Court Judge regarding media and community engagement activities. Coordinate cross-departmental and inter-agency committee work related to the Caring Court Program.
- Administer the screening and assessment tools and maintain individualized case plans for each participant.
- Report participant compliance and other relevant program information at the weekly staffing meeting. Work with the Caring Court Team on problem solving for the court participant and/or case management issues
- Compile quarterly statistical data for reports to Oregon City Commission and Clackamas County. Assist with the preparation and management of the Community Court dockets.
- Build, maintain, and evaluate Community Restoration events and partnerships.
- Acts as liaison with the judge, police department, attorneys, prosecutors, City department staff, outside agencies and citizens regarding court matters.
- Performs other duties as assigned to support the overall objectives of the position.

## **Minimum Qualifications**

### **Knowledge**

The position requires specialized knowledge of:

- Modern office practices, procedures, and equipment including receptionist and telephone techniques and etiquette.
- Data entry techniques into specialized databases
- Common, personal computer-based office productivity software
- Grammar, spelling, and punctuation to prepare routine correspondence and memoranda
- The criminal justice system
- Problem-solving court models and case-management approaches
- Local city and county agencies and community-based organizations that provide social services
- Principles of administration, planning, supervision, and organization

### **Skills and Abilities**

This position requires the ability to carry out, but is not limited to, the following functions:

- Perform duties of the position under general supervision
- Learn, understand, and apply rules, policies, procedures, and terminology used by the City for customer service processes.
- Use personal computer for data entry, word processing, and spreadsheets
- Maintain record files and prepare reports on pre-determined formats
- Meet deadlines, timetables, etc., organize and prioritize workload
- Accurately complete tasks and transactions within an environment of interruptions
- Work as a contributing member of a team working productively and cooperatively with other teams and external customers and convey a positive image of the City and its services.
- Clearly organize and present ideas, both orally and in writing
- Work independently and be a self-starter.
- Stay focused and calm in a busy environment
- Strong interpersonal skills to establish and maintain effective working relationships with external partners as well as with judges and staff. Work with vulnerable populations effectively
- Effectively work with people with differing cultural, ethnic, and lifestyle backgrounds
- Identify needs, to develop plans and evaluate results
- Strong attention to detail
- Compile data and prepare reports

### **Education, Training, and Experience**

A typical way to obtain the required knowledge and abilities would be to obtain a High School diploma or G.E.D. supplemented with course work and/or experience in a court system, social/human services program or customer service; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job.

### **Other Requirements**

- Must pass a criminal background check and become LEDS certified
- Valid driver's license required.

#### **Working conditions/Physical and Mental Demands**

Must be able to function indoors engaged in work of primarily a sedentary, yet intermittently active nature. Requires the use of near visual acuity to write and to read printed materials and computer screens. Requires hearing and speech for ordinary and telephonic conversation and to hear sound prompts from equipment. Requires ambulatory ability to sit, often for long periods of time, move about office locations and to reach work materials. Requires manual and finger dexterity to type/keyboard at an acceptable rate, operate pointing device and otherwise operate a microcomputer and other equipment. Work is performed indoors where minimal safety considerations exist.

*This job/class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.*