



# Program Coordinator

Class Code:  
4797

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA  
Established Date: Sep 1, 2009  
Revision Date: Jul 10, 2018

## SALARY RANGE

SEE SALARY SCHEDULE

## JOB DESCRIPTION:

### JOB DEFINITION

Under direction of the Managing Attorney, Self Help Services, to develop, implement and supervise the JUSTICECORPS Bay Area Regional Project in the Superior Court of California, Alameda County; to coordinate the day-to-day activities of the JUSTICECORPS volunteer members who provide assistance in various self-help legal access programs; to develop training for the college student volunteers placed in the four partner courts; and to perform other related duties as assigned.

### DISTINGUISHING FEATURES

This is a professional level class that develops, coordinates, and manages the JUSTICECORPS project and reports to the Managing Attorney, Self-Help Services in the Family Division. This class is distinguished from the higher-level class of Managing Attorney, Self Help Services who has the responsibility for direct program management and supervision of court-wide specialized programs and provides court-wide oversight of the Court's self-help centers and services programs within the Court, whereas the Program Coordinator has primary responsibilities in developing, coordinating and managing the JUSTICECORPS Project.

## EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in this classification does not necessarily perform all listed duties.

1. Oversees program development and implementation of the JUSTICECORPS Project within the Superior Court.

2. Develops on-going training for the college student volunteers placed in the four partner courts; coordinate the supervision of the day-to-day activities JUSTICECORPS volunteer members who provide assistance in various self-help legal access programs throughout the courts in the Bay Area partner counties.
3. Serves as a liaison with the Judicial Council and Administrative Office of the Courts who oversee and evaluate the JUSTICECORPS Project on a statewide basis.
4. Develops and monitors the JUSTICECORPS budget; identifies gaps in existing policies and procedures, identifies opportunities for improving the efficiency of business processes, and develops policies and procedures to meet the needs of the JUSTICECORPS; assists with the implementation of new programs, policies and procedures.
5. Collects data and maintains records in compliance with the requirements of the federal funder and the Administrative Office of the Courts.
6. Collaborates with and coordinates the relationships between the program activities of three Bay Area partner courts, several colleges and universities, and multiple community-based organizations throughout the Bay Area and the state.
7. Oversees the recruitment, training and performance review of the college-student volunteers who provide assistance in court-based legal self-help programs.
8. Collaborates with and coordinates with the Bay Area JUSTICECORPS partners, including three Bay Area Regional Superior Courts, the Administrative Office of the Courts, local college and university community service office and other community-based service partners.
9. Coordinates on-going training programs, events and meetings in collaboration with staff from the Administrative Office of the Courts for Bay Areas student volunteers.
10. Oversees the day-to-day activities of JUSTICECORPS Collaborative Project office in the Court.
11. Develops a variety of brochures and publications, writes narrative and statistical reports as required by the federal funder; develops a variety of training and other written materials as required.
12. Serves as the JUSTICECORPS liaison to justice system partners, representatives of state and local governmental and non-governmental organizations.
13. Represents the Division at meetings; attends policy and operational meetings and presents data to assist managers in making operational and administrative decisions; facilitates meetings; identifies, prioritizes, distributes and manages action items for a team.
14. Assists in the preparation of grant applications; manages contracts; and assists in creating sustainability strategies for existing grant-funded JUSTICECORPS programs.
15. Operates a variety of modern office equipment, including a personal computer, fax and copier.
16. May drive a state or personal vehicle to attend meeting, training and/or other official court business.
17. Supervises staff, independent contractors and consultants as required.
18. Performs other related duties as assigned.

## MINIMUM QUALIFICATIONS:

### Education:

Graduation from an accredited college or university with a degree in law and society, public or business administration, social science, communications or other related field.

And

### Experience:

The equivalent of four years of full-time experience in a court system or other comparable complex organizational environment in a program operations or administration.

## KNOWLEDGE AND ABILITIES:

**Knowledge of** principles and practices of court administration, organization, functions, services and management, including evidence-based practices, budget development and management, staff development and training; principles of program evaluation; principles and practices of business and public administration and organizational development; principles, practices and political implications of decisions on budgeting, fiscal management, personnel and contract management; methods of work planning, staffing analysis and project management; data collection and analytical techniques; Microsoft Office and other software systems; and methods and techniques of organizing work.

**Ability to** write in a detailed, clear, professional and timely style; administer projects and operations consistent with policies and goals; assist in selecting and training staff; promote and model positive office morale and esprit de corps; plan, organize, coordinate and evaluate programs and staff; work under the pressure of deadlines, conflicting demands and emergencies; establish and maintain working relationships with all levels of court staff, elective and appointive bodies, and members of the general public; understand, interpret and apply laws, rules and regulations; communicate in writing on matters related to division policies, funding and operations; prepare and evaluate a variety of narrative and statistical data and reports; revise and adapt procedures to changing needs; plan and implement training programs; analyze problems and identify solutions; write and gain approval for grant proposals; maintain confidential information when required by legal or ethical standards; facilitate meetings; analyze problems and complaints, and identify solutions; work effectively with staff, partners and clients from diverse backgrounds, including socioeconomic, cultural, ethnic, religious, and sexual orientation.

### ***Physical Demands:***

Physical demands include walking, standing, sitting and climbing up and down stairs; strength, dexterity, coordination and vision to use a keyboard and video display terminal on a daily basis; hearing, listening and speaking to communicate with the public and court staff; dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 25 lbs. such as files, stacks of papers, reference and other materials; moving from place to place within an office or other court location; and reaching for items above and below desk level. The job requires frequent travel by car throughout the county.

***Working Conditions:***

Environment is generally clean with limited exposure to conditions such as dust, fumes, odors or noise.

***Special Requirements:***

- A California driver's license requirement will be reviewed on a position basis in accordance with ADA regulations.
- Ability to attend conferences and travel by car and public transportation throughout the county and throughout state. Willingness to occasionally work on nights and weekends

***FLSA Status:***

Exempt

## **CLASSIFICATION HISTORY:**

Date established: 5/16/06

Date amended: 7/10/2018