



Program Specialist

Class Code:
4795

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Sep 14, 2004
Revision Date: Jan 2, 2009

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under direction, to perform responsible, professional level work involving the evaluation and referral of complex cases to appropriate county and community resources and court programs; to staff specialty court calendars; to develop court programs; to provide direct support to judicial officers; and to perform other related duties as assigned.

DISTINGUISHING FEATURES

This is a journey-level position that reports to the Division Director or designee and is responsible for reviewing and monitoring court cases, making recommendations to judicial officers and referrals to appropriate programs and resource services. This class is distinguished from the Associate Attorney and Legal Research Attorney classifications in that the latter conduct legal research, perform legal analysis, and brief court leadership and/or judicial officers on court administrative matters and specific cases, respectively.

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. Develops and implements progress reporting system; receives and reviews reports from external providers and prepares compliance report for bench officers for review hearings.
2. Assesses, evaluates and processes court cases using court files, and local, state and federal criminal record databases; and identifies cases for bench officer's review prior to the hearing dates and also in court as needed.
3. Develops materials for litigants concerning procedural information, referrals and domestic violence; gathers data, maintains court databases, researches and/or programs evaluation

protocols as necessary.

4. Interviews litigants prior to and/or after hearing to assess and determine appropriate needs and referrals; monitors cases; reviews and gathers information pertaining to cases; updates case status and reviews with bench officer; and updates information in computer system.

5. Prepares status reports; collects and compiles specific and statistical data for court and grant funding; compiles periodic reports of activities; and prepares reports on status of cases as required.

6. Serves as court based point of contact for litigants; assesses, coordinates and expedites referrals of litigants to various services and resources, including community volunteers present in the courtroom; screens court cases related to custody, visitation and other court-related matters; provides emergency assessment and/or referral services as directed by judicial officer or manager as needed.

7. Prepares and/or reviews Orders After Hearing forms for each case on court calendar; and monitors compliance with court orders.

8. Conducts community outreach with various external agencies including police departments, batterers' programs, shelters, drug treatment programs, Child Protective Services (CPS), Adult Protective Services (APS), Department of Children and Social Services (DCSS), Victim Witness/District Attorney's Office and probation/parole officers; and participates on a variety of court and/or community work groups or meetings.

9. Serves as a liaison for community-based organizations and agencies, court personnel, and law enforcement agencies regarding court ordered services to litigants; answers questions and/or assists with resolving problems related to restraining orders.

10. Answers procedural and process-oriented type of questions; provides referral information to litigants, and explains court orders to ensure understanding, compliance and implication of court orders.

11. Reviews and prepares files for specialty calendars; and provides administrative in-court judicial support.

12. Provides assistance to litigants with pending case reviews via telephone or by office appointment for follow-up questions or further referrals as case progresses.

13. Contacts litigants and conducts investigations in preparation for court progress reviews; verifies and updates information regarding compliance issues.

14. Works with assigned judicial officer(s) as directed to make recommendations regarding courtroom processes and works with courtroom staff to implement those recommendations.

15. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education:

Possession of a Bachelor's degree or completion of four years from an accredited college or university with major course work in behavioral or social science, criminal justice, law, psychology, sociology or other related field.

And

Experience:

The equivalent to two years of full-time work experience in program planning, development, implementation, monitoring and evaluation of criminal justice program, social services, counseling services or other related clinical, mental health and program services. Familiarity with family, civil, criminal or elder law is desirable. An advanced degree in law, social work, or a related field is also preferred.

KNOWLEDGE AND ABILITIES:

Knowledge of legal terminology and documents; California Civil, Family, Juvenile and Criminal Law, other California applicable laws and codes, and rules of court; Judicial administration; current trends as they relate to specialty area of focus; domestic violence, substance abuse and child abuse and other criminal offenses; legal office procedures, court organization, functions, responsibilities, policies and procedures; report writing and interviewing techniques; community and court resources for referral of clients; operation of office equipment including personal computers, keyboard and mouse fax machine and copier; and word processing software.

Ability to analyze problems and complaints, and identify solutions; select alternatives and make recommendations; prepare, interpret and evaluate statistical data and reports; research techniques; communicate effectively orally and in writing; exercise discretion and independent judgment; organize work, set priorities and meet established deadlines; understand, interpret and apply procedures, laws, rules and regulations as applicable to assigned area; work collaboratively with judges, staff, other trial court personnel and external agencies; communicate emphatically, neutrally and clearly with individuals of diverse socioeconomic, cultural, disability and ethnic backgrounds; and use of computer applications.

CLASSIFICATION HISTORY:

Date established: 9/14/04 ST/st:rt

Date revised: 5/4/2018