

Program Coordinator - Assigned Counsel Tompkins County

Department: Assigned Counsel Program
Classification: Competitive
Labor Grade: White Collar grade 16
Approved: Bd. Res. #39, 02/20/90
Revised: 5/91; 1/92; 2/98; 1/09; 8/17
By: HH, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered four year college or university with a bachelor's degree in Human Services, Public Administration or Social Sciences or other related fields, **AND** two years in human service delivery and/or experience in a legal setting, one of which must have been administrative; **OR**
- (b) Graduation from a regionally accredited or New York State registered college or university with an associate's degree in Human Services, Public Administration or Social Sciences or other related fields, **AND** four years of human service delivery and/or experience in a legal setting, one year of which must have been administrative; **OR**
- (c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENT:

The applicant must possess a valid New York State Driver's License at the time of application and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative and supervisory position that involves responsibility for planning, developing, evaluating and administering a comprehensive assigned counsel program. The position involves direct supervision of multiple offices and personnel, as well as overseeing the interactions of these offices with other entities, state and county agencies and courts. The position involves supervision of both the Tompkins County Assigned Counsel Program and the Schuyler County Assigned Counsel Program, which is administered by Tompkins County. The position involves oversight and liaison with the New York State executive branch through the Office of Indigent Legal Services in planning and implementing program development in Tompkins and Schuyler County. In particular, the position is the point position for liaison with and ensuring implementation of new initiatives and program requirements, and obtaining grant and financial support from the State of New York as part of the new funding process and initiatives being implemented at the state level. This position requires the person to supervise in conjunction with the supervising attorney all contacts and the development of program activities where appropriate with other county mandated/indigent representation programs seeking the support and assistance of the Tompkins County and the Tompkins County Assigned Counsel Program in developing and operating all or elements of their indigent representation programs, with particular emphasis on developing support and oversight for the grant submission and reporting processes involved with grants from the Office of Indigent Legal Services. This position entails interaction with all Drug Treatment Courts, Integrated Domestic Violence Court, any/all other specialty courts, Family Court, all local criminal courts, and County Court. An individual in this position will serve as the primary contact for all clients in the program. The position serves as a regional contact point for providers of mandated representation in upstate New York and the person in this position. As such, the position involves interactions and potential supervision of components of assigned counsel/and or public defender programs regarding development and management of grants from the New York State Office of Indigent Legal Services. He or she is responsible for resolving the majority of problems and/or grievances and collecting and documenting eligibility criteria in order to assist the client in obtaining assigned counsel program services. The incumbent is responsible for policy and program development, coordinating attorney assignments, developing attorney training and resource components, and reviewing attorney vouchers. While work is performed under the general direction of the Supervising Attorney, the person in this position is provided with wide leeway and is expected to utilize said leeway for the exercise of independent judgment in planning and administration. The Program Coordinator is responsible for overall program supervision as well as supervision of clerical staff in multiple offices. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Provides and oversees assignment of appropriate assigned counsel to ensure full functioning of all divisions of the New York State court system within Tompkins County;
- Provides and oversees assignment of appropriate assigned counsel to ensure full functioning of all divisions of the New York State court system within Schuyler County;
- Collects eligibility data and assists clients with establishing program eligibility;
- Oversees data collection on program activity and client base for use and dissemination to the County Legislature and appropriate committees of the county government and state government;
- Responsible for the development and implementation of a case management system for both the Tompkins County and Schuyler County assigned counsel programs;
- Assigns attorneys appropriate to specific cases;
- Serves as liaison to and represents the agency in contacts with a wide range of local agencies, state departments, and legal associations;
- Serves as liaison and supervises staff contact and interactions with the Office of Indigent Legal Services regarding program development and grant development and implementation;
- Serves as contact point and liaison for Office of Indigent Legal Services with other mandated/indigent representation programs in upstate New York in terms of program planning and quality/performance initiative programs;
- Monitors eligibility standards to insure they are met through investigation as appropriate;
- Serves as initial contact point and interacts directly with individuals charged with serious crimes or allegations in Family Court matters;
- Assists in resolving client problems and/or grievances with regard to their legal representation;
- Interacts directly with individuals who are charged with serious crimes or allegations in Family Court matters;
- Researches new initiatives and determines how best to handle and incorporate into the department's overall objectives;
- Develops, coordinates and supervises training opportunities for participating attorneys;
- Creates, updates and distributes a "how-to" package for participating attorneys;
- Advises attorneys of community resources available to clients and their families;
- Prepares an annual Indigent Legal Services Fund report which serve to support requests for outside funding to reimburse the County for significant program costs;
- Supervises the maintenance of records for all assignments, including eligibility documentation, attorney vouchers, grievance proceedings, other case records, and the client and attorney data base;
- Supervises the maintenance and operation of all program activities in support of contracted and other services provided to other county indigent representation programs established through approved county activities and programs;
- Prepares annual report and progress reports as requested for fiscal, management, and quality control and accountability;
- Provides supervision to assigned personnel of the Assigned Counsel program in both Tompkins and Schuyler Counties;
- Prepares an annual departmental budget and monitors monthly expenditures for programs in Tompkins and Schuyler County;
- Maintains and oversees department compliance with funding and operational requirements from the county and state government;
- Attends appropriate meetings and in conjunction with the supervising attorney and when necessary, represents the department at county management meetings and legislative task forces/program meetings.

KNOWLEDGE,SKILLS,ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of local government structure, interdepartmental and interagency relationships and the justice systems;
- Thorough knowledge of New York State grant procedures;
- Thorough knowledge and understanding of New York State Office of Indigent Legal Services operations and program requirements;
- Working knowledge of the principles and practices of budget preparation;
- Working knowledge of personal computers, database, spreadsheet and word processing programs;
- Thorough knowledge of statistical techniques, program development techniques, report preparation, budget preparation and expenditure control;
- Skill and accuracy in the operation of an alphanumeric keyboard (speed not a factor);
- Knowledge, skill and ability to manipulate a variety of different software packages (i.e., Microsoft Excel, Access and Word, e-mail, and web browsing);
- Ability to manage multiple priorities and deadlines under pressure;
- Ability to plan, assign, supervise and review the work of others;
- Ability to communicate clearly and concisely both orally and in writing;
- Ability to carry out complex oral and written instructions;

- Ability to reason quickly and logically and make snap decisions in stressful situations;
- Ability to analyze and organize effectively;
- Ability to establish and maintain good interpersonal working relations;
- Ability to make logical, on the spot decisions regarding office policy;
- Ability to maintain high levels of confidentiality on controversial cases;
- Willingness to be available for consultation to the Advisory Board on Indigent Representation, assigned counsel, law enforcement agencies, and local magistrates;
- Willingness and ability to interact directly individuals charged with serious crimes and allegations in Criminal and Family Court matters;
- Integrity and excellent judgment;
- Tact and courtesy;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

Physical: The employee must be able to sit for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent must be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. Such work encompasses approximately $\frac{3}{4}$ of a normal working day. As a result, the job may involve considerable visual effort. The employee must possess the knowledge and ability needed to utilize office equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations. In respect to the physical demands of this position, there may considerable visual effort, precision, manual dexterity, and repetitive hand/finger movements, knowledge and skill.

Mental: The employee is required work closely and cooperatively in close physical proximity with others. The work involves considerable demands from extremely tight deadlines, constant rush orders and frequent exposure to distressing human situations. An employee in this position is constantly exposed to indigent clients seeking legal representation. These individuals can at times be threatening or violent. As a result, there is considerable risk of moderate injury and some risk of serious injury while serving in this role. The employee may occasionally be required to work alone.

Environmental: Almost all work is performed indoors in a temperature controlled environment. The work environment poses minimal, if any, exposure to disagreeable work conditions. The employee may at times be asked to drive contiguous counties or other to remote locations so must possess a valid driver's license in order to meet the transportation requirements of the position.

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