

NEW MEXICO JUDICIAL BRANCH

PROGRAM MANAGER

This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed.

SUMMARY

Under administrative direction plan, organize, direct, and manage a program/s; and coordinate the work of volunteers and/or contract personnel. May supervise subordinate judicial branch program staff.

QUALIFICATIONS

Education: Bachelor's degree in Criminal Justice, Public or Business Administration, social sciences or a related field from an accredited university.

Education Substitution: Four (4) years of Program experience may substitute for education on a year for year basis Four (4) years of program experience may substitute for education.

Experience: Three (3) years of program experience. Relevant experience may include: public or business administration, budget, finance, social services, social work, social sciences, mediation, communications, grant writing, guidance and counseling, law/probation, program management, adult education, training, volunteer programs or closely related field.

Experience Substitution: Additional relevant education may substitute for experience at a rate of thirty (30) semester credit hours equals one year of experience.

Knowledge: Knowledge of program planning, implementation, management and evaluation; administration and business; problem solving, conflict resolution principles and techniques; budget management; budget preparation, tracking projected and expended funds, grant procedures and writing, program reporting; state procurement rules and regulations; state, city, county, community, non-profit, corporate and federal legislative processes; court's organization, services and day-to-day operations; local, state and federal confidentiality regulations and guidelines; New Mexico Civil Court System; criminal and juvenile justice; specialty courts; criminal statutes, rules, procedures; court procedures; New Mexico Criminal Justice Information System; court case initiation procedures; statutes and regulations affecting schools/students; basic contract law; HIPAA (Health Insurance Portability & Accountability Act) requirements; New Mexico Judicial Branch Personnel Rules and Code of Conduct; customers and participants/clients support practices; community resources; protective services; drug test procedures and result analysis; surveillance systems (including electronic equipment); media relations; crisis and critical incident management; computer software; computerized data collection, compilation and entry techniques. If assigned supervisory responsibilities, knowledge of supervisory techniques; coaching; performance evaluations; hiring; training; discipline; termination; and management practices and techniques.

Skill & Ability: Skill in implementing, managing and administering a single program or multiple programs; performing multiple tasks and managing all aspects of a project/program; making assessments and decisions on situations that arise on a daily basis; motivating team members and program participants/clients to accomplish given tasks and goals; providing direction to volunteers, and

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contract personnel; planning, coordinating, prioritizing, monitoring, implementing best practices and evaluating program(s); effective written and verbal communication; fiscal management and reporting; writing, negotiating and monitoring contracts(s); grant research and proposal writing; technical writing and editing; data collection, analysis and management; preparing presentations; problem solving and critical thinking; working effectively with a diverse range of individuals; maintaining confidentiality; prioritizing goals and objectives; mediating, persuading and collaborating; effective crisis management and response; working in high stress situations; working independently; conducting research; proficiency with automation software and databases. **Ability to** maintain open communications; anticipate and evaluate the impact of rules, procedures, statutory changes; read, write and interpret legal documents; conflict resolution; speak in public and educate or network with others on behalf of the program(s); coach individuals one-on-one and/or in groups; train, delegate, assign work, supervise and evaluate personnel (contractors/clients/volunteers/interns/others).

EXAMPLES OF WORK PERFORMED

Program Management: Implement, manage and oversee program(s); provide timely delivery of services and meet project deadlines; identify valued outcomes and best practices for clients/participants as described in the program design; communicate program design and goals to courts, staff, and participants/clients and community; build and motivate a strong support team; maintain inter-agency cooperation, communication, support and develop working relationships with associated parties and stakeholders; participate in community coalitions; create and maintain cohesive problem-solving program stakeholders/team(s); prepare curriculum and/or workshop materials for training and educational programs; develop, revise and implement policies and procedure's manuals; schedule, plan, organize and facilitate team meetings pertaining to program/clients progress, policies and issues; maintain HIPAA (Health Insurance Portability & Accountability Act) compliance; make formal presentations; participate on various committees and/or task forces; maintain networks of collaborative and/or mentoring relationships for participants/clients/volunteers; prepare or oversee development of meeting agenda and minutes; serve as a liaison to courts; prepare motions, orders and other legal documents; prepare newsletters, press releases and program descriptions. **May** serve as Terminal Agency Coordinator (TAC) for National Crime Information Center; design and update program website; supervise program participants/clients. **Budget/Grants:** Develop and prepare budget(s) and budget expenditures; administer grant projects/program(s); ensure compliance with statutory deadlines, and budgetary limitations; research, prepare and complete applications to secure grants; complete required grant funds evaluation reporting and requests from city, county, local, state, federal agencies, non-profits and private businesses; identify and acquire additional funding sources; draft Requests for Proposals, Invitations to Bid, and issue and evaluate resulted proposals in compliance with state procurement code; identify incentives from the community that are conducive to skills building and positive behavior for program participants/clients. **Contracts:** Oversee federal, state and district program requirements; provide day-to-day oversight of contracts and professional services; ensure record keeping is accurate and up to date; provide direction to contractor(s); monitor and evaluate contractor(s) performance with respect to contract compliance and scope of work; audit and approve invoices ensuring all applicable procedures are followed; draft and manage contracts and memorandums of understanding; supervise, monitor, direct and evaluate advisors, volunteers/ mediators and board members to be effective and professional representatives of the court program; advocate and seek program(s) support through

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coordination with all parties and community partners; ensure initiatives are reviewed and approved by all parties. **Statistical/Reports:** Monitor and/or manage program(s) database (data development, collection, entry and generation of reports); prepare and publish periodic or annual reports on an ad hoc or regular basis; perform statistical analysis and maintain statistics; create, evaluate and analyze statistical measures, reports and surveys for programmatic changes to better manage resources and future assignments/needs; create, collect, and complete results of surveys; integrate information systems between groups/users including judges, court administration and other stakeholders. **Legislative:** Speak to legislators; attend legislative hearings (interim and session); lead the legislative process/sessions strategy.

WORKING CONDITIONS/Essential Functions:

The following functions are representative of the work environment and physical demands an employee may expect to encounter in performing the tasks assigned to this job.

Work is performed in an office, court, jail or detention facility and may be performed in a field setting. Work is performed in an often fast-paced and stressful work environment. The employee may be exposed to hostile or violent situations that may arise when dealing with individuals involved or associated with court cases, disturbing or hazardous court exhibits and contagious health conditions. Frequent exposure to unpleasant situations in jails and when interviewing defendants who are experiencing significant stress, are mentally unstable, hostile, intoxicated, or have infectious diseases.

The employee must regularly interact positively with co-workers, clients and the public; work under severe time constraints and meet multiple demands from several people.

The work requires prolonged use of computers. While performing the duties of this job, the employee is regularly required to perform repetitious hand, arm and finger motions as well as use manual/finger dexterity and sit for long periods of time. The employee is frequently required to read typed and/or hand written material; and lift and/or move, push, pull or carry up to 25 pounds.

The employee is expected to be punctual and to adhere to assigned work schedule. As assigned the employee may be required to work nights, weekends and holidays; overtime may be required. Travel (valid driver's license required) will be required. The employee may be exposed to fluctuating outdoor and building temperatures.