

NEW MEXICO JUDICIAL BRANCH

Statewide Program Manager

(Classified)

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

SUMMARY

Under direction, plan, organize, direct, and manage statewide program(s); coordinate the work of volunteers, contract personnel and outside agencies. May supervise 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: None.

Experience: Six (6) years of program management experience. Relevant experience may include: public or business administration, budget, finance, social services, social work, social sciences, mediation, grant writing, guidance and counseling, law/probation, program/project 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 New Mexico State Courts System, including court procedures and rules, court organization, services, operations, functions and jurisdiction; public policy analysis and evaluation; principles and practices of public and court administration; management practices and techniques in managing multiple and diverse statewide program(s); conference and program planning; human resource management and behavior; organizational development and behavior; problem solving and conflict resolution principles and techniques; budget management including: performance base budgeting, project/program budget preparation, tracking projected and expended project/program funds; grant procedures and grant writing techniques; state and federal grant compliance rules and regulations; state procurement rules and regulations; legislative process; New Mexico Criminal Justice Information System; basic contract law; New Mexico Judicial Branch Personnel Rules and Regulations; mediating and managing conflict; problem solving and conflict resolution principles and techniques; community resources; media relations; computer software (data base, word processing, spreadsheet, PowerPoint presentation, report writing, email); modern research and evaluation techniques; modern methods of data collection; supervisory techniques, coaching, performance evaluations, hiring, training, discipline, and termination.

Skill & Ability: Skill in managing statewide program, including setting goals and objectives, establishing time lines, identifying resources and evaluating work products; analyzing court operations, assessing and evaluating a variety of court programs and services; performing multiple tasks and managing several projects/program(s) at one time; developing strategic plans; conducting research; providing comprehensive explanation of statewide budget and staffing needs; motivating staff and team members; working independently while taking responsibility for actions and decisions; problem solving and conflict resolution; negotiating and writing contract(s); fiscal management and reporting; grant research and proposal writing; technical writing and editing; data collection and analysis, preparing and delivering presentations; public speaking; creative thinking; inter-personal skills; effective written and verbal communication; anticipating and evaluating the impact of rules, procedures, and statutory changes; working effectively with a diverse range of individuals; supervising individuals and/or groups of people; effective crisis management and response; working in high stress situations and working within the structure and governance of the state court system. **Ability to** read, write and interpret legal documents; maintain open communications; resolve conflict; develop and maintain public relations; conduct and present detailed and complex statistical analyses; organize, maintain and update a variety of detailed and complex records; act as a project leader and conference planner; use initiative and independent judgment; coach individuals one-on-one and/or in groups; train, delegate, assign work, supervise and evaluate personnel (contractors/volunteers/others.); maintain confidentiality and use discretion when dealing with sensitive information.

EXAMPLES OF WORK PERFORMED

Program Management: Approve statewide program initiatives; manage and administer statewide programs and projects; act as a statewide project leader in developing and implementing new court programs and providing technical assistance, training and direction to the magistrate, metropolitan, district and appellate courts; develop and oversee adherence to court program policies and procedures; program responsibilities may include, but are not limited to: jury management, case management, drug courts (Problem Saving Courts), alternative dispute resolution, tribal/state relationships; court improvement of children's cases, safe exchanges/supervised visitation; and interpreter certification; language access, and Title VI compliance; act as media contact for radio and television; organize press conferences and provide press related materials; plan, organize, and manage conferences and associated fees; evaluate effectiveness of conferences; design, develop and implement new information systems (software & hardware); implement and coordinate educational programs and training, including preparing curriculum and materials; communicate program design and goals to courts, staff, and participants/clients and community; develop and maintain inter-agency cooperation and collaboration; establish working relationships with interested parties and legislators; develop, revise and implement policies and procedures, manuals and handbooks; make presentations; develop strategic plans for long-term planning of programs; research and write grant applications and secure, administer and oversee grant-funded statewide projects; serve as a resource and provide professional support (staff) to judicial committees, commissions, councils, boards, courts, judges, court administrators, court staff and the public; develop and maintain program standards; assure multiple approvals are completed as required by upper management, committees and boards; analyze statutes, legislation, and court rules; conceptualize and implement solutions to problems; provide program information as requested and timely delivery of all services and

projects; build and motivate strong support teams; create and maintain a cohesive problem-solving program stakeholders/team(s); serve as a liaison to courts. **Budget/Grants:** Prepare budget request by projecting statewide need and costs for programs and conferences; recommend and justify requests for each budget line-item to upper management, special committees, boards and the legislature; participate in the unified budget process; communicate the success and cost-effectiveness of program(s) to secure funding necessary to continue operations and growth; oversee compliance with program standards to ensure consistency statewide; ensure consistency and quality of reported performance measures; administer budgets, funding requests, and AOC grants; approve expenditures; identify and acquire additional funding sources to maintain adequate resources for program operations; ensure compliance with budgetary policies and limitations; ensure compliance with statutory deadlines and budgetary limitations; and complete all status and fiscal grant reporting requirements and requests from city, county, local, state, federal agencies, non-profits and private business. **Alternative Dispute Resolution:** Oversee and assess the appropriateness of a mediation or dispute resolution program or process; intergrade mediation programs and encourage the use and development of court mediation programs; conduct a mediation or a dispute resolution process, subject to the applicable standards of confidentiality; lead joint discussions with all parties, and private discussions with each party, to identify issues, contentions, and interests to develop a constructive working environment, and to generate discussion of options for resolution; identify and facilitate among the parties analysis of procedural and substantive issues; oversee and encourage negotiations extending beyond the initial conference through subsequent conversations or additional conferences; facilitate settlement until an agreement is reached or until settlement does not appear to be possible; establish methods to training court staff in the management of mediation programs, including mentoring, supporting and continuing education; design mediation programs, establish core curriculum for mediation programs including training and teaching manuals, and materials; assist judges with recruiting volunteer mediators, organizing and delivering training for mediators, working with judges and staff to guide them in administering local mediation programs. **MAY** – administer a statewide network of mediation programs; and suggest changes in forms and/or Supreme Court Rules related to mediation. **Contracts:** Prepare specifications, draft Requests for Proposals (RFP's), Invitations to Bid (ITB), and conduct bid conferences in compliance with state procurement code; ensure record keeping is accurate and up to date and clients' needs and program goals are being met; draft and finalize contracts; provide direction to contractor(s); monitor and evaluate contractor(s) (community and state governments) with respect to vendor compliance with contracts; address contractor adherence to program initiatives; initiate, develop, plan, monitor, modify and evaluate program operations and performance measures. **Statistical/Reports:** Perform complex analytical and statistical research; prepare complex detailed reports based upon overall data and make formal presentations with recommendations on a variety of court management studies and programs/projects; create, evaluate and analyze statistical measures, reports and surveys for programmatic changes to better manage resources, and make recommendations for improving case management and the delivery of court services. **Legislative:** Track multiple bills and perform bill analysis; analyze global program needs and address requests from legislature and other interested parties; provide information to legislators and other governmental agencies and parties; appear, speak/present information to legislators; make recommendations and advocate for bills to legislators; speak to legislators; attend legislative hearings (interim and session); lead the legislative process/sessions strategy (identify and define needs, obstacles, schedules.)

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. As assigned the employee may be required to work nights, weekends and holidays; overtime may be required. Extensive travel will be required and a valid driver's license is required.

Work is typically performed in an office or court 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.

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 required to 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. The employee may be exposed to fluctuating outdoor and building temperatures.

Dev: 01/05; Rev: 11/10/10; 5/21/14

Statewide Program Director	FI3	304	E4(43%)	132	E3C	152	52-22-24+1	588	LL
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