



**Administrative Office of the Courts
JOB #2015-027-A03**

**CASE MANAGEMENT ASSESSMENT PROCESS
(CMAP) QUALITY ASSURANCE COORDINATOR
(Senior Court Program Analyst)**

[>Click Here for Further Information<](#)

Exciting Career Opportunity!

**BENEFITS OF
WORKING FOR AOC**

- ◆ The state of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance
- ◆ Vacation leave
- ◆ Sick leave
- ◆ Shared leave
- ◆ Family – Medical leave
- ◆ Military and Civil leave
- ◆ Eleven paid holidays per year
- ◆ A state retirement plan
- ◆ Deferred Compensation Program
- ◆ Deferred College Tuition Program (GET)
- ◆ Membership in the Public Employees’ Retirement System
- ◆ Opportunities to participate in a Medical Flexible Spending Arrangement and Dependent Care Assistance Programs

**WHERE IS AOC
LOCATED?**

The Administrative Office of the Courts is located in Olympia, Washington, on Interstate 5 between Seattle, Washington and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational, and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two hour drive of the city.

SALARY: \$56,136 TO \$73,644 per year DOQ

LOCATION: Olympia, Washington

OPENS: July 30, 2015

CLOSES: August 28, 2015

***CLOSING DATE EXTENDED TO
SEPTEMBER 25, 2015***

This position works with Washington State Juvenile Courts to ensure they are adhering to the Case Management Assessment Process. **This position requires moderate to heavy travel to visit each of the Washington State Juvenile Courts.**

POSITION PROFILE

Responsible for planning, implementing, monitoring and evaluating program components involving significant impact on judicial programs, to include completion of complex or highly technical major projects and objectives, under the supervision of a designated manager in the Judicial Services Division.

Work is performed at a professional level with the expectation of independent judgment and decision-making as directed by management or executive level staff, and demonstration of appropriate mentorship, role modeling and technical expertise.

May supervise and/or direct and review the work of other professional staff.

DUTIES AND RESPONSIBILITIES

Manages inter-jurisdictional, comprehensive programs and/or complex/highly technical major projects. Completes research, assessments, and provides recommendations to the designated Manager or executive level staff.

AOC PROFILE

The Administrative Office of the Courts (AOC) is a department of the Washington State Supreme Court. Established by state statute in 1957, the mission of the AOC is to advance the efficient and effective operation of the Washington State judicial system.

The AOC carries out its mission through formulation of policy and legislative initiatives, court technology development, educational programs, and program support for 428 Washington judges and their staff. The AOC draws its employees from a wide range of professions including legal, information technology, research, education, and judicial administration.

The agency is administered by an executive team that is committed to maintaining a dedicated and diverse workforce that provides the highest quality of customer service and continuously develops strategies for improving the performance and effectiveness of the court system in Washington.

AGENCY-WIDE VALUES & COMPETENCIES

Agency Values

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

Behavioral Competencies

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

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Works with the Quality Assurance Committee to develop standards, processes, and indicators for the Case Management Assessment Process (CMAP).
Trains Juvenile Court staff on the CMAP.

Provides information, assessment, consultation, support and recommendations to AOC, courts, associations and boards and commissions within major operational areas (i.e., personnel management, contracting, performance management, budget development, court service delivery and/or judicial system policy and procedure) to achieve consistent, efficient, and effective programs and operations.

Works with Juvenile Court Administrators and Probation Managers to ensure they are adhering to the standards, processes, and indicators set by the CMAP Quality Assurance Committee; and so they can provide reliable data to the Washington State Center for Court Research and the legislature.

Performs other work as assigned.

KEY COMPETENCIES

- Knowledge regarding design and implementation of the Washington Juvenile Court Assessment (delivered as the web-based Positive Achievement Change Tool, or PACT).
- Expert knowledge of:
 - Approaches to quality assurance and performance tracking
 - Risk of recidivism and criminogenic needs (what they are, how they are measured, and how to react to them)
 - Evidence-based treatment literature
 - Court process and probation case management
- Ability to work with:
 - Juvenile Court Administrators and Probation Managers
 - Quality Assurance Committee
 - Research and evaluation teams
 - Contractors (i.e., software)
- Expert ability to deliver training.
- Expert ability to manage and assess the performance of the CMAP Quality Assurance team of trainers and quality assurance specialists.

The AOC is committed to the practice of equal employment opportunity and non-discrimination for all persons without regard to race, creed, color, national origin, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Colleen Clark, AOC Human Resource Office, at (360) 704-4143 or fax (360) 586-4409, or via email to Employment@courts.wa.gov

SPECIAL NOTE:

All employees hired by the Administrative Office of the Courts are required to be fingerprinted for a criminal history background check with continued employment with the AOC contingent upon the results of this background check.

Application materials will be screened for the purposes of determining who will be selected for an interview.

QUALIFICATIONS AND CREDENTIALS

A Bachelor's degree in court administration, public administration, political science, business administration or closely allied field AND:

- Five (5) years of responsible experience in court administration and/or program development, including one (1) year in a supervisory or lead role and/or managing/directing groups or teams.

Relevant experience may substitute for the required education.

THE PREFERRED CANDIDATE WILL HAVE

- Knowledge of the fundamentals of CMAP
- Experience with adult or juvenile probation
- Experience with quality assurance programs
- Experience with treatment programs
- Experience delivering training

APPLICATION PROCEDURE

To be Considered for this Position, Please Submit:

- A cover letter specifying how you meet the qualifications of the position (no more than two pages);
- A chronological resume describing your prior job experience to include employers, dates of employment (by total months/years), description of duties, and education; and
- A completed AOC Application for Employment (found at www.courts.wa.gov/employ).

Failure to submit the required materials listed above may eliminate your application from consideration.

Submission by email is preferred: Employment@courts.wa.gov; or you can fax to (360) 586-4409; or send by mail to Administrative Office of the Courts, PO Box 41170, Olympia, WA 98504-1170