

**GUARDIAN GRIEVANCE INVESTIGATOR
(Senior Court Program Analyst)**

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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
- ◆ 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.

POSITION: Guardian Grievance Investigator
(Senior Court Program Analyst)

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

LOCATION: Olympia, Washington

OPENS: November 6, 2015

CLOSES: November 30, 2015

**This is a project position to begin January 1, 2016;
funding will be re-evaluated in June 2017.**

POSITION PROFILE

Reports to the Administrative Office of the Courts Manager of the Office of Guardianships and Elder Services and is responsible for planning, implementing, monitoring and evaluating program components involving significant impact on judicial programs involving direct contact with the courts, to include completion of complex or highly technical major projects and objectives.

Work is performed at a professional level with the expectation of independent judgment and decision making as directed by management or executive level staff.

Demonstration of appropriate judgment, mentorship, role modeling and technical expertise is expected.

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

DUTIES AND RESPONSIBILITIES

- Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
- Maintains liaison with public agencies, private agencies, and governmental entities.
- Serves as a resource person to staff, courts, boards, and commissions.

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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- Provides assistance in the development of programs, policies, and procedures related to promoting access to courts.
- Prepares reports, attends conferences and individual meetings, gives testimony, and makes public appearances as necessary.
- Develops trainings and educational resources.
- Plans, organizes and conducts investigations.
- Prepares referrals to administrative and law enforcement agencies; interviews witnesses; reviews documentary healthcare, legal, financial and other records related to guardianship cases.
- Testifies in administrative and civil actions.
- Performs analysis of complaints or allegations to identify the issues and evidence pertinent to each case.
- Determines the scope, timing and direction of investigations in conjunction with other staff of the Administrative Office of the Courts.
- Gathers information through interview(s), observation, and analysis of records to establish facts or obtain evidence.
- Recognizes the need for prompt reporting of critical information to other offices and agencies as the exigencies of any given complaint under investigation may require.
- Presents findings in clear, logical, impartial, and properly documented reports to establish evidence sufficient for use in court or administrative proceedings.
- Uses the standard electronic office tools (word processing, spreadsheet, electronic mail, digital recording equipment).

Key Competencies

Please refer to job description at www.courts.wa.gov/employ.

Avoiding actual and potential conflicts and an appearance of conflicts of interests is essential to promoting integrity in the investigative process and maintaining public trust and confidence, thus before any offer of employment is made for this position, the candidate will be required to complete and submit a conflict of interest form.

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

- Experience working with individuals with intellectual disabilities, persons with dementia, and persons with mental illness.
- Experience investigating complaints
- A Juris Doctor degree

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