



**Administrative Office of the Courts
JOB #2017-019-M03**

**TRAINING COORDINATOR—
OFFICE OF PUBLIC GUARDIANSHIP
(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.

SALARY: \$29,142 TO \$38,232 per year DOQ
(Salary reduced to reflect half time)

LOCATION: Olympia, Washington

OPENS: September 26, 2017

CLOSES: October 13, 2017 at 5:00 p.m.

This is a half time position that will work Monday through Friday for 20 hours per week.

If you have applied for this position within the last three months, you do not need to reapply.

POSITION PROFILE

Provides professional education services to the Washington court community by assisting with the development, implementation, support and delivery of education programs that explain the different kinds of decision-making authority, including guardianship, authority granted under power of attorney, and surrogate health care decision-making authority.

The incumbent is an expert level professional who exercises independent judgment and decision making within the general scope of projects and responsibilities defined by the program lead or the Office of Public Guardianship.

Work is performed in collaboration with the State Long-Term Care Ombuds and other stakeholders of Washington’s decision support system.

This position may assign and/or review the work of clerical staff for specific assignments, programs and projects.

DUTIES AND RESPONSIBILITIES

- Assess training needs for stakeholders of decision support
- Identify external training programs to address competency gaps
- Partner with stakeholders regarding training needs
- Organize, develop or source training programs to meet specific training needs
- Liaise with subject matter experts regarding instructional design
- Develop training aids such as manuals and handbooks
- Present training programs using recognized training techniques and tools
- Facilitate learning through a variety of delivery methods including classroom instruction and virtual training that are accessible to persons with disabilities

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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- Design and apply assessment tools to measure training effectiveness
- Track and report on training outcomes
- Provide feedback to program participants and management
- Evaluate and make recommendations on training material and methodology
- Handle logistics for training activities including venues and equipment that are accessible to persons with disabilities
- Maintain liaison with public agencies, private agencies and governmental entities
- Serve as a resource person to staff, courts, boards and commissions
- Prepares reports, attends conferences and individual meetings, and makes public appearances as necessary
- Performs other duties as assigned

KEY COMPETENCIES

Knowledge, Skills and Ability

- Basic knowledge of adult learning theory and application
- Expert knowledge in the roles and responsibilities of different decision-makers in Washington's decision support system for persons with cognitive and intellectual disabilities.
- Skill in development of on-line education and tutorials
- Skill in instructional design, curriculum development and instruction
- Ability to effectively use production and educational software and hardware tools
- Knowledge of the educational needs of stakeholders in Washington's decision support system.
- Ability to understand customer expectations and deliver work products meeting those expectations
- Ability to earn the trust, respect, and confidence of coworkers and members of the Washington court community and effectively collaborate with them through consistent honesty, forthrightness and professionalism in all interactions
- Ability to recognize and resolve conflicts
- Ability to communicate clearly and appropriately both verbally and in writing
- Ability to form effective project plans and achieve them through the use of objectives, timelines, action plans and solutions
- Ability to independently design and deliver projects and programs from inception through implementation
- Ability to prioritize and effectively manage time and resources in order to meet productivity standards, deadlines, and work schedules; accepts personal responsibility for the quality and timeliness of work
- Ability to analyze and understand complex issues, evaluate, and efficiently develop recommendations and options
- Ability to multi-task and effectively work on multiple projects simultaneously
- Ability to rapidly learn and adapt to new technology
- Ability to learn and implement new concepts, adapt to change

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.

*Certain positions may require a law degree in addition to the qualifications above.

Relevant experience may substitute for the required education.

THE PREFERRED CANDIDATE WILL HAVE

A law degree and experience working with individuals with intellectual disabilities, persons with dementia, and persons with mental illness; and

- ◇ Demonstration of ability to lead and manage change
- ◇ Experience with instruction, training or public speaking
- ◇ Knowledge of adult instructional and learning theory and principles
- ◇ Knowledge of training methodologies
- ◇ Knowledge of competency assessment

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, then click on Current Openings link, go to bottom of page).

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