



## *Administrative Office of the Courts*

### **GUARDIAN MONITORING PROGRAM COORDINATOR**

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#### **Primary Purpose**

Establishing and maintaining a statewide guardian monitoring program. The program's primary goal is to increase the court's ability to gather information about the physical, emotional and financial well-being of persons subject to guardianship, thus increasing the court's ability to prevent and detect abuse, neglect, and exploitation of these individuals. Persons subject to guardianship are more at risk for abuse, neglect, and exploitation when few people are involved in their lives. This program will combine the expertise of court personnel with the experience and commitment of dedicated program staff and volunteers, to provide protective oversight and assure that court-appointed guardians are fulfilling the responsibilities entrusted to them.

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#### **Distinguishing Characteristics**

Reporting to the Manager of the Office of Guardianship and Elder Services, this expert professional works independently with significant independent judgment and decision-making authority. Interacts regularly with court staff, all levels of division staff, and external stakeholders, throughout the state.

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#### **Duties and Responsibilities**

- Maintains project plans (schedule, resources, risk, issues); applies project management methodology & best practices to achieve optimal results from each project.
- Establishes MOUs (Memorandum of Understanding) with superior courts.
- Develops and documents monitoring protocols, including the [case sample size](#) necessary to get results that reflect the target population as precisely as needed.
- Works with local/regional educational institutions to arrange for student volunteers with backgrounds in financial, legal, medical, social services, and other related fields.
- Develops a training curriculum and coordinate training events for guardians and Regional Volunteer Coordinators throughout the state.
- Throughout monitoring and auditing, in collaboration with the Regional Volunteer Coordinators, seeks to identify the quality of the existing essential court data and develops an appropriate effective design for

data collection and reporting concerning the number, type, and status of decision support options and regularly report to the courts. Collects and analyzes the data and prepares annual reports including recommendations regarding program improvement and enhancement to share with the Supreme and superior courts.

- Gathers relevant complaint information and develops reports that include complaint data such as the number of complaints received, the number of complaints resolved, the reasons for claims, the relationship of complainants to persons in a decision support arrangement, and other relevant information.
- Organizes and staffs an advisory board to establish training manuals and program rules and priorities.
- Works with unit team to develop regularly coordinated information via phone, email and e-newsletter to support transparency.
- Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
- Performs other duties as required.

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### **Key Competencies**

#### **Agency Values:**

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

#### **Behavioral Competencies**

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

#### **Knowledge, Skills and Abilities:**

- Leadership and interpersonal skills to work across boundaries and to establish and maintain professional working relationships with co-workers, management, and others; mentors and works effectively with people of different abilities/skills
- Ability to effectively communicate both orally and in writing; ability to communicate proficiently in written reports as well as delivering information through presentations

- Communication skills that facilitate effective, appropriate information exchanges at all levels and develop capability within the AOC and the Washington Courts
- Skill in research methods and practices
- Understands customer expectations and ensures work meets those expectations
- Skill to direct staff and manage time and resources to accomplish goals and objectives; ability to accurately assess resources needed to carry out planned actions
- Knowledge of management principles & effective project management practices
- Ability to logically integrate ideas/information to form effective goals, objectives, timelines, action plans and solutions; prioritization & effective time management
- Ability to identify, analyze and resolve problems in a consultative manner bringing problems together with recommendations for solutions
- Ability to multi-task and effectively coordinate multiple projects simultaneously
- Ability to identify risks and outcomes associated with courses of action; ability to develop action plans/strategies for the purpose of ensuring the desired outcome
- Ability to accomplish work objectives in cooperation with agency, court and state colleagues & officials; completes assignments within structure set by supervisor
- Ability to oversee project work in progress and evaluate the quality and accuracy of the deliverables
- Ability to achieve excellent results with little need for direct/oversight
- Ability to accept personal responsibility for the quality and timeliness of work
- Ability to exercise judgment and make timely, sound, strategic decisions and recommendations consistent with organizational objectives
- Ability to think critically
- Knowledge of organizational business processes, computer applications, operating systems, and current technologies available to facilitate product and service delivery to all customers

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### **Qualifications and Credentials**

A Juris Doctor or Master's degree in court administration, public administration, political science, business administration, social work or closely allied field, **AND**

Five (5) years of responsible experience in court administration, project management, and/or program development, including one (1) year in a facilitating, supervising, or lead role and/or managing/ directing groups, committees and professional staff.

*Relevant experience may substitute for the required education.*

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**SALARY RANGE: 68**

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- Workweek may fluctuate depending on workload or agency need.
- Overnight travel will be required based on business need.
- This position is not covered by the Fair Labor Standards Act (FLSA).

03/2021: Established