

Program Administrator - Assigned Counsel Tompkins County

Department: Assigned Counsel Program

Classification: Competitive

Labor Grade: Management Grade 86

Approved: 6/2024

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS: No later than the final filing date posted -

1. Graduation from a regionally accredited or New York State registered four year college or university with a bachelor's degree in Human Services, Public Administration or Social Sciences or other related fields. **AND** two years in human services delivery and/or experience in a legal setting, one year of which must have been administrative **OR**
2. Graduation from a regionally accredited or New York State registered college or university with an associate's degree in Human Services, Public Administration or Social Sciences or other related fields, **AND** four years of human service delivery and/or work in a legal setting, one year of which must have been administrative; **OR**
3. Any combination of training and experience equal to or greater than that described in (a) or (b) above.

SPECIAL REQUIREMENT: The candidate must possess a valid New York State driver's license at the time of application and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative and supervisory position involving independent oversight and administration of a comprehensive assigned counsel program. The position involves supervision of both the Tompkins County Assigned Counsel Program and the Schuyler County Assigned Counsel Program which is administered by Tompkins County. The position involves oversight and liaison with the New York state executive branch Office of Indigent Legal Services in planning and implementing program development in Tompkins and Schuyler County and along with the supervising attorney, is the primary liaison tasked with ensuring implementation of new initiatives and program requirements and obtaining grant and financial support from the State of New York. An individual in this position serves as the primary contact for all clients in the program. The position serves as a regional contact point for providers of mandated representation in upstate New York. and involves the development and management of grants from the New York Office of Indigent Legal Services.

The incumbent is responsible for policy and program development, coordinating attorney assignments, developing attorney training and resource components and reviewing attorney vouchers as needed. While work is performed under the general direction of the Supervising Attorney, the person in this position is provided with wide leeway and is expected to utilize said leeway for exercise of independent judgment in planning and administration. A person in this position has the authority to act in lieu of the supervising attorney of Assigned Counsel. The Program Administrator is responsible for overall program supervision as well as supervision of clerical staff in multiple offices. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Oversees assignment of appropriate assigned counsel to ensure full functioning of all divisions of the New York State court system within Tompkins County;
- Provides and oversees assignment of appropriate assigned counsel to ensure full functioning of all divisions of the New York Court system within Schuyler County;
- Assigns attorneys appropriate to specific cases;
- Serves as liaison to and represents the department in contacts with a wide range of local agencies, state departments, and legal associations;

- Serves as liaison and supervises staff contact and interactions with the Office of Indigent Legal Services regarding program development and grant development and implementation;
- Serves as contact point and liaison for Office of Indigent Legal Services with other mandated representation programs in upstate New York in terms of program planning and quality performance initiative programs;
- Collects eligibility data and assists clients with establishing program eligibility;
- Monitors eligibility standards to insure they are met through investigation as appropriate;
- Serves as initial contact point and interacts directly with individuals charged with serious crimes or allegations in Family Court matters;
- Assists with resolving client problems and or grievances with regard to their legal representation;
- Researches new initiatives and determines how best to handle and incorporate into the department's overall objectives;
- Develops, coordinates and supervises training opportunities for participating attorneys;
- Creates, updates, and distributes a "how-to" package for participating attorneys;
- Oversees data collection on program activities and the client base for use and dissemination to the County Legislature and appropriate committees of the county government and state government";
- Responsible for the development and implementation of a case management system for both the Tompkins County and Schuyler County assigned counsel programs;
- Prepares an annual report and progress reports as requested for fiscal, management, and quality control and accountability;
- Supervises work of all staff, including performance evaluations, in both the Tompkins County and Schuyler County assigned counsel programs, including assigning caseloads, planning work schedules, hiring new staff and handling disciplinary actions and terminations of staff;
- In conjunction with the supervising attorney will develop policies for implementation of new programs and will provide input on policy processes and decision making with local and state government agencies;
- Supervises the maintenance of records for all assignments, including eligibility documentation, attorney vouchers, grievance procedures, other case records, and the client and attorney database;
- Supervises the maintenance and operation of all program activities in support of contracted and other services provided to other county mandated representation programs established through approved county activities and programs;
- Prepares an annual reports and progress reports as requested for fiscal, management, and quality control and accountability;
- Prepares an annual department budget and monitors monthly expenditures for programs in Tompkins and Schuyler County;;
- Maintains and oversees department compliance with funding and operational requirements from the county and state government;;
- Attends appropriate meetings and in conjunction with the supervising attorney and when necessary, represents the department at county management meetings and legislative task forces/program meetings.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge local government structure, interdepartmental and interagency relationships and the justice systems;;
- Thorough knowledge and requirements of the workings of the New York State Office of Indigent Legal Services operations and program requirements;
- Working knowledge of NY state grant procedures
- Working knowledge of the principles and practices of budget preparation;
- Thorough knowledge of statistical techniques, program development techniques, report preparation, budget preparation and expenditure control;
- Working knowledge of personal computers, database, spreadsheet, and word processing programs;
- Knowledge, skill, and ability to manipulate a variety of different software packages (i.e. Microsoft Excel, Access, and Word, email and web browsing)
- Ability to communicate effectively both orally and in writing;
- Ability to carry out complex oral and written instructions;;
- Ability to correctly appraise situations and make quick decisions in stressful situations;

- Ability and willingness to be available for consultation and maintain cooperative working relationships with the Advisory Board on Indigent Representation, assigned counsel, law enforcement agencies, and local magistrates;
- Ability to plan and organize effectively, and to supervise the work of others
- Ability to manage multiple priorities and deadlines under pressure;
- Ability to exercise sound judgment in making logical on the spot decisions regarding office policy; Ability to maintain high levels of confidentiality on controversial cases;
- Willingness and ability to interact directly with individuals charged with serious crimes and allegations in Criminal and Family Court matters;
- Empathy; good judgment; integrity; initiative; and tact are required personal characteristics;
- The employee's physical and mental condition shall be commensurate with the demands of the position.,

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

Physical: The employee must be able to sit for extended periods of time within a standard eight-hour workday. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent must be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. Such work encompasses approximately $\frac{3}{4}$ of a normal working day. As a result, the job may involve considerable visual systems, inclusive of necessary software and operating systems, with or without reasonable accommodation. In respect to the physical demands of this position, there may be considerable visual effort, precision, manual dexterity, and repetitive hand/finger movements, knowledge and skill.

Mental: The employee is required to work closely and cooperatively in close physical proximity with others. The work involves considerable demands from tight deadlines, constant rush orders and frequent exposure to distressing human situations. An employee in this position is constantly exposed to indigent clients seeking legal representation. These individuals can at times be threatening or violent, or suffering from emotional or mental health issues. As a result, there is considerable risk of moderate injury and some risk of serious injury while serving in this role. The employees may occasionally be required to work alone.

Environmental: Almost all work is performed indoors in a temperature-controlled environment. The work environment poses minimal, if any, exposure to disagreeable work conditions. The employee may at times be asked to drive to contiguous counties or to other remote locations so must possess a valid driver's license in order to meet transportation requirements of the position.

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