

**Washington County  
Job Description**

**JOB TITLE: Case Coordinator**

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**Exempt (Y/N):** No

**Date Prepared:** October 2014

**Department:** Office of the Public Defender

**Supervisor:** Chief Deputy Public Defender

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**SUMMARY:**

The person is responsible accountable for paraprofessional work in the Office of the Public Defender for both Washington and Madison Counties. This includes gathering information and preparation for all juvenile cases to be used in court for the Juvenile Public Defender. Work involves considerable amount of interaction with the public, including parents of the clients prior to court proceeding, various agencies including probation officers, and juvenile court staff, often under high stress and/or difficult conditions. Must perform legal secretarial duties within the department while also answering a high volume of incoming phone calls. They ensure that all office functions are performed proficiently, and in a professional and timely manner to provide office continuity. This position requires a highly motivated individual who can contribute to the implementation of new ideas for a more efficient operation to properly handle the high volume of scheduling client appointments as office procedures become more modernize. This person is responsible for ensuring that each situation is handled accordingly.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

1. Maintains contact with juvenile clients and/or their parents, custodian, care giver, guardian, by telephone, and/or by mail correspondence about pending cases.
2. Notifies juvenile clients and/or their parents, custodian, care giver, guardian, by telephone, and/or by mail correspondence when a court dates are rescheduled for a continuance as determined by the court including instances due to bad weather.
3. Assist in scheduling and rescheduling cases as seen fit by the court.
4. Promotes good communication with clients (residing in the Juvenile Detention Center and/or any other client who is a detainee at another facility) by receiving, reading, and replying to their concerns/needs by mail.
5. Respond to inquiries made by former clients and/or their family members.
6. Organize and assemble juvenile case files. Gather information and request any reports from the juvenile prosecutor that may be missing.
7. Prepare and type legal documents with accuracy including the ability to draft motions and orders with little or no supervision. Including subpoenas for law enforcement, witnesses, experts and all other persons required to testify in court.
8. Assists in preparation of the cases by drafting and preparing: Adjudications, Probation Reviews, Juvenile Drug Court Scheduling and Subpoena and contacts witnesses.
9. Serve as a liaison between the Juvenile Deputy Prosecutor and the Juvenile Case Coordinator to determine whether a witness should be released after being served with a subpoena when a trial date has been set.

10. Makes recommendations in plea negotiations.
11. Communicate with the client's parents at the arraignment proceedings to resolve any issues that may exist regarding the placement, release, and/or detention incarnation options that are available for the juvenile client.
12. Assemble juvenile arraignment packets to ensure that indigent clients meet the required eligibility guidelines Ensure that language appropriate packets are also available to Spanish speaking clients.
13. Verify that client and client's parent/guardian/custodian sign all necessary paperwork at arraignment proceedings.
14. Initiate contact with clients who live group homes to ensure that the house parents have arranged an appointment to meet and discuss the juvenile case prior to the court date.
15. Facilitate scheduling and the process of rescheduling appointments that have been missed by clients, and/or their parents/guardians with the appointed juvenile attorney.
16. Assist in scheduling appointments for clients and/or their parents/guardians to meet with the appointed juvenile attorney.
17. Have orders, subpoenas, motions, and/or other court documents file marked by the Circuit Clerk. Make occasional trips to the circuit clerk's office to have legal documents file marked if necessary.
18. Answer and screen telephone calls, direct phone calls to appropriate person, or take and relay messages in a polite and proficient manner.
19. Assess whether callers and/or visitors should have the information being requested in order to ensure that confidential information is given only to authorized persons.
20. Resolve problems with a courteous and helpful attitude when dealing with the public, local police agencies and/or others in a professional manner as well as have the ability to establish a good rapport with individuals and verbally defuse hostile individuals that may be irate or unreasonable.
21. Ensure that the public is treated with courtesy, and respect in a friendly manner.
22. Handle delicate phone calls in a professional and efficient manner.
23. Perform secretarial duties, which include data entry, scanning, photocopying, filing, word processing, prepare and send mailings/correspondence, and faxing of documents.
24. Maintain, edit the docketing system with precision that is consistent with actual court dates and/or hearings; arraignments for circuit court and district court cases, in an efficient and productive manner.
25. Assemble court documents for a juvenile trial and assists attorney in trial preparation.
26. Comprehend common legal documents and oversee that orders are file marked by the law clerks at the circuit clerk's office and certified as necessary.
27. Explain the process to citizens on how a public defender is assigned to criminal cases within Washington and Madison County.
28. Maintain the docketing system with precision that is consistent with actual court dates and/or hearings; arraignments for circuit court and district court cases, in an efficient and productive manner.

29. Prepare and type legal documents with accuracy including the ability to draft motions and orders with little or no supervision.
30. Comprehend common legal documents and oversee that orders are file marked by the law clerks at the circuit clerk's office and certified as necessary.
31. Communicate with clients, probation officers, legal enforcement officers and others in and out of the office about criminal cases.
32. Schedule and set phone and in-person appointments for clients with their appointed attorney, including appointments for circuit court, district court for Washington and Madison County.
33. Confirm that all court dates, and/or client appointments are on visible on the electronic calendar as well as the juvenile attorney's calendar.
34. Facilitate appointments between language interpreters, attorneys, and client's schedules as needed by attorneys to meet with their clients.
35. Review a weekly detention census of clients that are detained, in which the court has appointed a public defender to represent them. Revision of this complied list on juvenile detention census is done on a daily basis to determine the arraignment dates for detained juveniles to properly prepare for court.
36. Continually review jail census of clients within the Rite Track system throughout the work day.
37. Communicate with clients, probation officers, legal enforcement officers and others in and out of the office about adult and juvenile criminal cases.
38. Maintain the handling of servicing 125 active juvenile criminal case files.
39. Validate jail calls from our clients in which they need to speak to their appointed attorney.
40. Obtain prior convictions that a client may have on their juvenile record.
41. Prepares all cases with the juvenile attorney that is on the court docket that is currently held on Mondays and Thursdays.
42. Confirm that all juvenile case files for each full day of court have been properly prepared and contain all the information needed for the juvenile attorney have been returned to the office to update the juvenile case.
43. Relay important information that is relevant to a juvenile case to the attorney that may come in the form of faxes, emails, reports, mail from schools, assessments.
44. Organize closed juvenile case files with the older case files being sent to archives with a log of what and where cases files can be located.
45. Treat a client's parent and/or guardian in a professional manner under high pressure situations especially when there is little or no cooperation being received from the parent and/or guardian and/or not accommodating to resolving the case. Shows respect and sensitivity for cultural differences.
46. Train legal assistant to multi-task different job duties within the office to include juvenile cases.
47. Advise legal assistant on how to manage clients who are being difficult in a professional manner for both Washington and Madison County.
48. Assign and direct coworker to prepare arraignment paperwork packets for both Washington and Madison County and supervises that is has been completed correctly.
49. Handle office correspondence, open and distribute incoming mail.
50. Successfully complete continuing education (classes and/or seminars) as they are necessary.

51. Work efficiently with the judge's case coordinator to ensure that court dates for arraignments, and court dates that have been reset are accurate.
52. Obtain and provide information for court personnel and/or for the juvenile judge as requested.
53. Be available to appear in court when presence is requested by the court.
54. Be proficient in learning and using the juvenile docketing system specific for juvenile court system to be able to navigate to print forms from various records.
55. Notify staff at the Juvenile Detention Center when charges and/or information against client do not appear in Rite Track to properly prepare for court.
56. Provide assistance to other office staff and perform miscellaneous duties as assigned.
57. Must be a team player who is willing to contribute to a team atmosphere to accomplish the desired results. Provide support to everyone's effort to succeed by actively contributing while continuing to add to a positive team attitude.
58. Assist in filling in for co-workers to ensure that cases are being handled when they are absent. This includes being informed and familiar for adult circuit and district court case coordinator positions to be able to provide office continuity, which also encompasses mental commitments, appeal, managing the docket calendar, updating assigned client list for each attorney, handling and assigning APS reviews.
59. Keep statistical information for both juvenile and adult criminal cases when the adult case coordinator is unavailable to do so.
60. Always be aware of confidential and private information on juvenile matters that should not be shared with any unauthorized persons or agencies.
61. Serve as a replacement for the legal assistant when they are absent which requires a fair amount of knowledge to be familiar about office procedures that affect both juvenile and adult criminal cases.
62. Cover the main desk for the legal assistant for lunch.
63. Greet individuals entering the office to provide information and/or check them in for their appointment with their court appointed attorney, and/or the proper investigator.
64. Conduct all liaison activities in a professional manner to ensure maximum cooperation between Washington County and other agencies.
65. Assist in development of continued improvements and changes in the current case management system.
66. Ensure all duties assigned are performed in an efficient, timely and responsible manner according to office policy and procedures in accordance with the law to protect the individual rights all citizens in Washington County.
67. Treat all people with respect in a professional and ethical manner consistent to the standards set by Washington County.

**Qualifications/Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

Associates Degree (A.A) or equivalent from two-year or technical school or minimum of high school diploma or general education (GED), with have no less than five (5) or more years related secretarial/clerical experience in general office skills, setting and functionality; or equivalent combination of education and experience in lieu of post-secondary education. (Experience in a legal office preferred.)

**Supervisory Responsibilities:**

Responsible for the training of the Legal Assistant position. Assign projects to be completed by the Legal Assistant. The incumbent must be alert and able to resolve problems quickly when training a new coworker on court paperwork to avoid confusion or incorrect information on cases. Must be able to provide clear direction. Observe the work product of coworker and compare their work product regarding performance standards. Address any performance issues early and consistently with the ability to explain its impact on the office and clients.

Assists in monitoring work schedule to ensure that a realistic action plan exists to complete assigned tasks.

**Communication Skills:**

The incumbent should possess strong communication and human relations skills as frequent contact is required with the public, especially with non-English speaking citizens, as well as other agencies. Must have diplomatic skills to work with attorneys, police agencies, state as well as out of state agencies. Must possess strong written and verbal communication skills. As well as the ability to read, analyze, and understand general legal paperwork including articles and professionals journals. Retains the ability to explain complex juvenile judicial proceedings and legal terminology in layman's terms to clients and/or their parents or guardian(s).

Writes clearly and informatively while checking for spelling and grammar accuracy to meet the different writing styles as needed. Able to read, interpret and understand written information.

Speaks clearly and persuasively in positive and negative situations as they arise; listens and gets clarification for accuracy to minimize potential errors; responds well to questions.

**Critical Thinking Skills:**

This employee will need to have the ability to use personal judgment and discretion to develop effective and constructive solutions to everyday situations as they arise. To be to apply common sense to carry out written, oral or diagrammed instructions; while understanding and anticipating problems involving several known variables in normal everyday situations or that are routine in nature.; as well as in a case by case situation.

Must be proficient in reading and understanding police reports, narratives. This includes the ability to know what type of data that needs to be collected.

**Mathematical Skills:**

This incumbent should have the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Computes rate, ratio, and percent. This person also needs to understand and be proficient in units of time.

**Software Skills Required:**

Intermediate: Word Processing/ Typing, Database systems

Basic: Alphanumeric Data Entry, Spreadsheet, Calendars

Assesses own strengths and weakness to pursue training and development opportunities designed to advance county-related technical or professional skills.

**Other Skills and Abilities:**

This employee must be a self-starter and able to do a variety of duties. This employee should have a proficient understanding of the inner workings of the complex juvenile judicial system and proceedings and criminal legal terminology; and/or have the ability to learn fundamental law concepts in order to answer questions from the general public often under stressful situations.

This staff member must have knowledge of a modern office environment with common practices, procedures, and equipment. Should possess computer skills such as Microsoft Office which includes Word, Email, Calendar, and have general knowledge of common office equipment such as calculator, copier, fax, scanner, etc.

**Decision Making:**

Performs work operation which permits frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a high degree.

Must apply common sense and understanding to carry out detailed, but uninvolved, written or oral instructions. Formulates solutions to problems involving a few concrete variables in standardized situations.

Exhibits sound and accurate judgment being able to support and explain the reasoning for their decisions and includes the appropriate people in decision-making process as needed.

**Planning:**

Considerable amount of responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work and those of others inside the office, but also to others outside the office to include but not limited to clients, a client's parent and/or guardian, social

worker, caregiver; and/or interpreters; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

Exceptional organizational management of time, skills, and resources are a necessity to complete required tasks. Prioritizes and plans work activities to use their time efficiently. Plans work activities to use their time efficiently taking into account other positions within the office that need be covered.

**Mental Demand:**

Requires the constant operation of requiring close and continuous attention while also handling other requests simultaneously. Operations require intermittent direct thinking to determine and/or select the most applicable way of professionally handling situations regarding the organization's administration and day to day operations.

Adapts to changes in the work environment and manages competing demands by applying the method best fit for the situation. Able to deal with variety of situations in a professional manner.

Must be able to professionally handle grisly and disturbing images and evidence in juvenile criminal investigations including but not limited to homicides, sexual assaults, armed robberies, home invasions, and property crimes.

**Analytical Ability/Problem Solving:**

Directed supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Combination of learned things in moderately varied situations where reasoning and decision-making are essential to accurately identify and resolve problems in a timely manner. Gathers and analyze information skillfully to promote the intended outcome. Uses reasoning and professionalism when handling emotional situations.

**Supervision Received:**

Acts under the direction of the Chief Deputy Public Defender and the Juvenile Public Defender; arranges own work referring only unusual cases to supervisor. Monitors own work to ensure quality.

**Accuracy:**

Reads and comprehends simple instructions, short correspondence, and memos. Probable errors would not likely be detected until they reached another department, office and/or client and would then require considerable time and effort to correct the situation as well may having severe legal consequences for the client and/or subpoenaed witnesses. Frequently, the possibility of error would affect the organization's prestige and relationship with the general public to a limited extent, but more so with the juvenile court system, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

Demonstrates accuracy and thoroughness with looking for ways to improve and promote quality while applying feedback to improve job performance.

**Public Contact:**

Initiates frequent contact with clients and/or citizens of both Washington and Madison County. This involves both furnishing and obtaining information.

Shows respect and sensitivity for cultural differences. Approaches others in a professional manner and reacts well under pressure. Treats others with respect and consideration regardless of their status or position.

Often communicates with state agencies such as Juvenile Detention Center, Juvenile Probation, and local sheriff's office for both Washington and Madison counties for inaccuracies on sentencing orders. Also consults with governmental agencies, prosecutor's office and staff, juvenile judge's office and staff, law enforcement personnel, and attorneys on a daily basis to obtain information.

**Employee Contact:**

Contact with other departments and/or an office is common; and it is typical to deal with people of middle level positions to consult with on problems in which proper judgment is required to obtain cooperation amongst agencies. Contact with co-workers in advanced supervisory positions as well as frequent contact with senior level internal associates is a common practice.

**Responsibility for Funds, Property and Equipment:**

Reports potentially unsafe conditions and uses equipment and material properly.

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000. \*

**Accountability:**

*Freedom to Act:* Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

*Annual Monetary Impact:* Job creates a monetary impact for the organization up to an annual level of \$100,000.

*Impact On End Results:* High impact. Job has high level of impact on the day to day operations on the entire office on a direct level as far as functioning goes. Provides support services to allow attorneys to meet with their clients and that aides them to navigate the criminal defense process that affects others.

Accepts responsibility for own actions and follows through on commitments, inspiring the trust of others.

Regular and prompt attendance is necessary. Ensures work responsibilities are covered when absent.

**Environmental Conditions:**

The office is full of activity that requires the management of several items and/or projects that require immediate attention and may be interrupted frequently to meet the needs and requests of office. The environment can be expected at times to be busy as well a moderate amount of regular office noise.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks. Semi-repetitive with a low level amount of physical demand.

While performing the duties of this position, the employee must frequently sit and talk or hear; use hands to handle, finger or feel objects. The employee must occasionally walk, reach with hands and arms, stoop, kneel or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision and the ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate as it could be expected in an office building setting.

**Use of Machines, Equipment and/or Computers:**

Regular use of common office equipment such as computer with multiple screens, calculator, copier, fax, scanner, etc; specialized or advanced software programs.