

NEW MEXICO JUDICIAL BRANCH
PROGRAMS DIVISION DIRECTOR
(Classified & At-Will)

This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed.

SUMMARY

Under administrative direction plan, organize, direct and control the multiple functions and processes of diverse programs through subordinate Program Manager (s) or bureau level supervisors.

QUALIFICATIONS

Education: Bachelors' degree in Criminal Justice, Public or Business Administration, Social Work or a related field from an accredited college or university.

Education Substitution: None.

Experience: Eight (8) years of program management experience which must include two (2) years of contract oversight and three (3) years of supervisory experience. Relevant experience may include: public or business administration, budget, finance, social services, social work, social sciences, mediation, grant writing, guidance and counseling, law, probation, program management, adult education, training, volunteer programs or closely related field.

Experience Substitution: Additional relevant education may substitute for experience at a rate of thirty (30) semester credit hours equals one year of experience. Education may not substitute for supervisory experience.

Other: Completion of a stringent post offer background investigation may be required (i.e. work history, criminal record, driving record, etc.). May be required to obtain and maintain National Crime Information Center (NCIC) certification.

Knowledge: Knowledge of operations management and supervision; organization and production; human resource management and behavior; management theory; management technology; organizational development and behavior; personnel and labor relations in government; court administration; professional practices in public administration; research, develop, coordinate and track legislative initiatives for court intervention programs; New Mexico Judicial Branch Personnel Rules and Regulations; public policy analysis and evaluation; multiple functions, planning and evaluation of diverse programs planning and evaluations; administration, business and program management, problem solving and conflict resolution principles and techniques; processes of organizational change; correction programs; budget management, preparation and tracking; grant writing and procedures; state procurement rules and regulations; state, city, county, community, non-profit, and federal legislative processes; court's organization, services and day-to-day operations; local, state and federal standards for problem-solving courts; educational and training techniques and methodologies, curriculums and

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resources; federal confidentiality guidelines; New Mexico Civil Court System; New Mexico Statutes; community resources; criminal and juvenile justice; criminal procedure and court procedures; court case initiation procedures; statutes and regulations affecting schools/students; basic contract law and Governmental Generally Accepted Accounting Principles (GAAP); Health Insurance Portability & Accountability Act requirements; protective services; drug testing procedures and result analysis; surveillance systems; media relations; computer software, i.e., (data base, word processing, spreadsheet presentation, report writing, email, Microsoft Word, Excel, Word Perfect, Power Point, Access, and Computer Mainframe System); computerized data collection.

Skill & Ability: Skill in managing and overseeing programs and contract services in assigned divisions; planning, coordinating, prioritizing and monitoring multiple functions and processes of diverse programs; training, delegating, assigning work, supervising, and evaluating staff; working independently and assuming responsibility for actions and decisions; utilizing office management skills; providing analysis of budget and staffing needs to meet performance goals; preparing presentations on court programs; motivating staff; meeting deadlines for assignments; assisting in prioritizing division goals and objectives; effective written and verbal communication; using independent judgment; anticipating impacts from changes in rules, procedures, and statutes; negotiating and develop contracts(s); providing critical thinking skills in working effectively with a diverse populations; performing multiple tasks and managing multiple programs; understanding fiscal management and reporting requirements; grant research and proposal writing; developing and maintaining cooperative working relationships with judges, agencies and the public; maintaining confidentiality; setting outcome goals, responding to financial and programmatic changes; remaining objective; utilizing automation software to include spreadsheets, databases and project/program software; analyzing statutes, legislation, case law and court rules; application of conceptual thinking techniques. **Ability to** develop and maintain public relations; read, write and interpret legal documents; maintain open communications; and apply and follow appropriate policies.

EXAMPLES OF WORK PERFORMED

Program Management: Collaborate with judges, court administration, program managers, and other stakeholders, in developing programs to meet the court's statutory requirements; manage and oversee multiple programs/contracts in assigned divisions; develop, approve and implement operating policies and procedures for the division; communicate standard operating procedures and program goals to supervisors and staff; implement court programs to assure standardization of tasks and operational performance; evaluate, recommend, develop and direct implementation of programs, services and best practices; ensure programs and/or assigned divisions are operating within established procedures; plan both short and long term goals and objectives for the division; assure multiple approvals for program changes are completed as required by upper management, committees and boards; develop program standards and performance measures; prepare reports based assess program data needs; coordinate database implementation and training; assure initiatives are reviewed and approved by all parties; communicate program design and goals to courts, staff, participants/clients and community; maintain

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inter-agency cooperation, communication, support and develop working relationships with associated parties; create and maintain cohesive problem-solving program stakeholders/teams; schedule, plan, organize and facilitate team meetings; periodically reevaluate staffing levels for reallocation; develop workshop and other training materials; prepare newsletters; identify, collect and monitor court ordered fees; represent the Court on internal, governmental and community committees and task forces; prepare and deliver presentations to the public and other state, local and national governmental agencies; make presentations to volunteer programs, civic groups and educational institutions; assist in developing an effective case management system for program; communicate the success and cost-effectiveness of programs to secure funding; customer support practices. **May** design and update program website; serve as a Court Liaison to the detention center, law enforcement agencies, bonding companies County and City Officials, private sector entities and the public; serve as the Terminal Agency Coordinator (TAC) and ensure compliance with security requirements, train and administer National Crime Information Center (NCIC) tests for employees required to qualify and obtain NCIC Certification; operate program with a staff working three (3) shifts, 7 days a week, 24 hours a day. **Budget/Grants:** Develop and prepare budgets and budget division expenditures; administer division budgets funding requests and funneled grants to ensure compliance with program standards to ensure consistency statewide and finding-free audits; ensure consistency and quality of reported performance measures; ensure compliance with statutory deadlines and budgetary limitations; identify and acquire additional funding sources to maintain adequate resources for program operations; draft Requests for Proposals, Invitations to Bid, and issue and evaluate resulted proposals in compliance with state procurement code; monitor budget allocations and expenditures; provide qualitative data and fiscal projections to upper management, special committees, boards, and the legislature; track projected and expended project funds; analyze and project staffing requirements and operational needs for program(s). **Contracts:** Direct, coordinate and oversee contracts and professional services; conduct program reviews for the court to ensure: compliance with “scope-of-work” criteria, court standards are met, and financial accountability is upheld; oversee program managers to ensure monthly invoices are submitted accurately and timely for approval; documentation establishing services are supported by invoices, and billing invoices follow generally accepted business practices; shall function as the person in charge for managing contract related activities, to include: developing “scope-of-work” criteria for Requests for Proposals, ensuring that state procurement requirements are met when soliciting bids, and that recommendations for issuance of contracts to the Administrative Authority have follow standard operating procedures; responsible for overseeing all monitoring reports, establishing delivery schedules, recommending remedies for non-performance by an agency and ensuring expenditures are within the encumbrance. **Statistical/Reports:** Provide qualitative and monetary projections to upper management, special committees, boards and the legislature; research and develop performance measures; draft and prepare complex reports based upon overall data; prepare information for statistical audits; monitor and/or manage program database (data development, data collection, data entry and generation of reports); draft and publish periodic or annual reports on an ad hoc or regular basis; perform statistical analysis and maintain statistics; create, evaluate and analyze statistical measures, reports and surveys for programmatic changes to better manage resources and future assignments/needs. **Legislative:** Research, develop, coordinate, track and assist with legislative initiatives; track multiple bills and perform bill

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analysis; analyze program needs and address requests from legislature and other interested parties; provide information to legislators and other governmental agencies and parties; appear, speak/present information to legislators; make recommendations and advocate for bills to legislators as directed; attend legislative hearings (interim and session); may lead the legislative process/sessions strategy (identify and define needs, obstacles, schedules) as directed.

WORKING CONDITIONS:

The following functions are representative of the work environment and physical demands an employee **may** expect to encounter in performing the tasks assigned to this job.

Work is performed in an office, court, jail, or detention facility and may be performed in a field setting. Work is performed in an often fast-paced and stressful work environment. The noise level in the work environment is usually moderate to noisy. The employee may be exposed to hostile or violent situations that may arise when dealing with individuals involved or associated with court cases, disturbing or hazardous court exhibits and contagious health conditions. Frequent exposure to unpleasant situations in jails and when interviewing defendants who are experiencing significant stress, are mentally unstable, hostile, or intoxicated, or have infectious diseases.

The employee must regularly interact positively with co-workers, clients and the public; work under severe time constraints and meet multiple demands from several people.

The work requires prolonged use of computers. While performing the duties of this job, the employee is regularly required to perform repetitious hand, arm and finger motions as well as use manual/finger dexterity and sit for long periods of time. The employee is frequently required to read typed and/or hand written material; and lift and/or move, push, pull or carry up to 25 pounds.

The employee is expected to be punctual and to adhere to assigned work schedule. As assigned the employee may be required to work nights, weekends and holidays; overtime may be required. Travel (valid driver's license required) will be required. The employee may be exposed to fluctuating outdoor and building temperatures.

Programs Division Director - Dev: 1/05; Rev: 11/10/10
At-Will position created for use in Divisions overseeing non-general funded positions 5/23/2016