

CASEFLOW PROGRAM MANAGER

Job Title: Caseflow Program Manager

Department: Charles County Circuit Court
Court Administration

Work Location: La Plata, Maryland

Starting Salary: \$64,767.17 Annually

Job Type: Full-time; 37.5 Hours per Week

Closing Date: This position is open until filled with a best consideration date of November 9, 2022.

JOB SUMMARY: This professional level position performs complex tasks essential to managing all aspects of Charles County Circuit Court's caseflow, differentiated case management (DCM), and court case management-related operations. In consultation with the Administrative Office of the Courts, the bench, and managerial staff, the Caseflow Program Manager evaluates current caseflow and calendaring systems; manages case track assignments; advises and recommends the prioritization of cases and/or case types for further analysis and attention; recommends and designs procedural or other changes to improve case processing outcomes; explores best practices program models to implement; and prepares written reports and caseflow summaries. Work is performed with considerable latitude for the exercise of independent judgment and initiative. Execution of duties requires specialized experience with Maryland's electronic case management system (MDEC) and knowledge of circuit court case scheduling and processing time standards. Duties are performed in accordance with established policies and procedures, judicial mandates, caseflow time standards, fundamental principles of DCM, Maryland Rules, and the Annotated Code of Maryland. The Caseflow Program Manager works under the direct supervision of the Court Administrator with general oversight provided by various judicial officers and managerial-level staff.

ESSENTIAL FUNCTIONS:

Monitor and coordinate day-to-day caseflow management and related operations: enter and update caseload and statistical information and dispositions; perform reserved case reporting requirements; periodically audit case files for technical case processing issues and accuracy of case data and prepare strategies to resolve identified issues and discrepancies; generate reports to review, target, and monitor overall and individual case-type performance; track active and reopened case processing times and related activities; promote efficient case progression by prioritizing workflow and maximizing use of available court resources to ensure cases comply with established time frames; determine caseflow responsibilities, time delays, staff responsibilities, and related caseflow factors; assess and identify non-court impacts, roles, responsibilities, tasks, and functions.

Apply Differentiated Case Management (DCM) principles: assess case filings to determine placement on a DCM track; recommend assignment to alternative case tracks; enter track assignments; monitor open time standards; establish case management expectations at each time standard interval; periodically review all DCM Plans and recommend changes based on case performance trends and current rules and statutes.

Evaluate performance: conduct analyses of existing caseflow management practices, policies, and procedures to determine their efficacy in achieving desired outcomes; review performance data to target and recommend areas needing changes, improvements, or enhancements; advise court managers and judicial officers about various case management practices that produced better case disposition rates; develop protocols and implement strategies to improve caseflow and calendaring operations.

Pursue program development: research and evaluate concepts, trends, and practices in caseflow management and determine their applicability to Maryland circuit court operations; develop or recommend caseflow management models and concepts, define required resources, and calculate the fiscal impact of implementation; introduce, test, and evaluate models and pilot programs; research, prepare, and submit caseflow and DCM grant applications; monitor and administer grant-funded projects and programs related to caseflow management.

Participate in strategic planning: assist with the review, assessment, and establishment of caseflow management strategic plans, goals, and objectives; design, recommend and/or identify overall and/or specific performance measures; monitor long and short range caseflow management goals and objectives; determine compliance.

Collaborate with staff, court agencies, and justice partners: work jointly with calendaring, alternative dispute resolution, court research, and self-help staff members to evaluate their programs' impact on caseflow management and court performance measures; provide information, guidance, and direction to the bench, court employees, attorneys, agency

representatives, and court patrons regarding applicable case management policies and procedures to achieve desired outcomes; act as liaison with the Circuit Court Clerk's Office to ensure uniform case data entry and to improve the overall quality and accuracy of court records and case management procedures; serve as a member on various internal and external committees pertaining to caseload, calendaring, and case management-related operations.

Promote education and professional development: draft a variety of written materials for diverse audiences including performance reports, manuals, correspondence, forms, user guides, spreadsheets, grant narratives, etc.; identify, organize, and implement caseload management, DCM, and calendar management trainings for court staff and justice partners; participate in professional development training and pursue professional organization memberships to remain abreast of current and relevant case management methodologies, research initiatives, and published findings.

KNOWLEDGE, SKILLS, AND ABILITIES: Available to work a full-time schedule of 8:00 a.m. to 4:30 p.m., Monday through Friday, with the flexibility to accommodate deviations from the standard workday. Knowledge of circuit court case scheduling and processing, caseload time standards, fundamental principles of DCM, Maryland Rules, the Annotated Code of Maryland and their relationship to effective caseload management. Capacity to interpret and apply court rules, laws, and procedural requirements for case events and overall case management. Self-motivation and initiative to consistently execute existing and emergent duties and implement program enhancements with minimal supervision. Adept at planning, organizing, coordinating, and administering effective programs and evaluating progress towards goals and timelines. Ability to develop and execute interim and long-term strategic plans for operational efficiency and sustainability. Talent to identify problems, analyze data, establish facts, draw valid conclusions, and translate experience into viable solutions. Aptitude for basic mathematical principles and Excel formulas. Accuracy with data entry and the application of job-related codes. Superior writing skills with the versatility to accurately compose, format, and edit a variety of documents with the capability to convey complex concepts into layman's terms and articulate policy and procedural changes necessitated by data indicators. Excellent oral communication skills to effectively express ideas, recommendations, and presentations clearly and the capacity to exercise a high degree of tact, diplomacy, professionalism, and competence when addressing diverse groups. Detail-oriented with excellent organizational abilities including time management, workload prioritization, and record-keeping accuracy. Perform well under pressure to meet established timelines and goals with the ability to quickly adapt behavior or work methods in response to new information, changing conditions, or unexpected obstacles. Even temperament, tact, professionalism, and strong interpersonal communication skills to effectively build and maintain professional relationships, facilitate productive discussions, and work well with others in a diverse, team-oriented environment. Ability to simultaneously perform multiple tasks, with minimal supervision, and make independent decisions based on experience, good judgment, and established policies and procedures. Demonstrated proficiency with Microsoft Office Suite (especially Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Microsoft Publisher), Windows, Outlook, virtual meeting platforms, with an aptitude for learning software programs related to various court administration, case management, and grant functions. Discretion and sound judgment in working with sensitive information to maintain confidentiality and to comply with state and local ethics guidelines.

EDUCATION: Requires an Associate's degree from an accredited college or university in political science, criminal justice, business or public administration, organizational management, or related field AND five (5) years of relevant, progressively more responsible court operations, case management, records management, business systems operations, experience preferably in a court or legal environment. Two additional years of relevant experience may be substituted for the education requirement. (Minimum)

Bachelor's degree from an accredited college or university in political science, court administration, criminology, criminal justice, pre-law, business or public administration or related field AND three (3) years of relevant, progressively responsible court operations, case management, records management, business systems operations, or closely related experience OR any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved. (Preferred)

Experience using Maryland's electronic case management system (MDEC) and applying Maryland Case Time Standards; a certificate of completion for the National Center for State Courts' Institute for Court Management courses: *Caseload & Workflow Management* (formerly known as *Fundamental Issues of Caseload Management*) and/or *Accountability & Court Performance* (formerly known as *Court Performance Standards: CourtTools*); or Institute for Court Management (ICM) participation/certification. (Highly Desirable).

Candidate must have commensurate education, training and/or experience demonstrating competence in the essential duties, knowledge, skills, and abilities.

Excellent benefits including a defined benefit pension plan, deferred compensation, generous leave, and health care programs. The Charles County Employee Pension Plan honors portability of prior eligible Maryland State and local government services in other defined benefit pension plans.

Individuals interested in applying for the Caseflow Program Manager position may do so by accessing the Charles County Government website: <https://www.governmentjobs.com/careers/charlescountymd>. **In addition to completing the online application, candidates must attach a cover letter and a current resume to the application to be considered for this position.** Alternatively, one's application and resume may be mailed or hand-delivered to the Circuit Court for Charles County, Maryland, Attention: Deborah W. Zrioka, Court Administrator, 200 Charles Street, La Plata, Maryland 20646. Faxed copies or applications electronically submitted directly to an individual's email address will not be accepted.

Charles County Circuit Court is a drug-free workplace and an equal opportunity employer, committed to diversity in the workplace. We do not discriminate on the basis of race, color, religion, age, sex, marital status, national origin, physical or mental disability, familial status, genetic information, gender identity or expression, sexual orientation, or any other characteristic protected by State or federal law. Applicants who need an ADA Accommodation for an interview should request the accommodation when notified of a request to be interviewed. Applicants must be United States citizens or eligible to work in the United States.