

Working Title Court-Ordered Interpreter Co-ordinator		Name	
Position Number New	Reports to Position No., Class & Level	Division, Branch/Unit CJS, Court of Justice Operations, Edmonton Criminal	Ministry Justice
Present Classification		Requested Classification Legal Administration 3	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

The Court-Ordered Interpreter Co-ordinator (COIC) is a paralegal position that supports the work of the judiciary, court administration, counsel and the public in the Alberta Justice system before, during and subsequent to court proceedings. This position holds key responsibility for arranging and managing all court-ordered Interpreters, for the three levels of court within Alberta: Court of Appeal, Court of King's Bench and Court of Justice, in Edmonton and Calgary, pursuant to the *Fees and Expenses for Witnesses and Interpreters Regulation AR 123/1984*. This position is a senior representative of Alberta Justice and represents the administration of the courts in a responsible and professional manner, which reflects the fair and equitable delivery of justice in Alberta.

The position is administratively responsible to the court manager and functionally responsible to the Judiciary. The position is responsible for liaising and collaborating with a broad stakeholder group inclusive of Judiciary, Court Administration, Crown Counsel, members of the Bar, self represented litigants, court and program staff, as well as other Government agencies and members of the public.

The environment is fast paced and ever changing. The complex work with multiple stakeholders requires modern business skills to maintain the interdependencies and the professional ethics of the position.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

ACCOUNTABILITIES:

- Develops and implements procedures for coordinating interpreter resources including maintaining the interpreter application form, reviewing and approving applications to become a court interpreter, maintaining a directory of qualified interpreters; monitoring requests for interpreting services; handling complaints both from and about interpreters.
- Liaises with court offices for scheduling and cancellation of court-ordered Interpreters.
- Regularly monitors all court-ordered Interpreter requests received from court offices, ensuring timely delivery of service.
- Engages all court-ordered Interpreters for proceedings within the Court of Appeal, Court of King's Bench and Alberta Court of Justice pursuant to the *Fees and Expenses for Witnesses and Interpreters Regulation AR 123/1984*.
- Locates interpreters from other jurisdictions when there is no qualified interpreter available in the assigned court location, and oversees their placement.
- Participates in briefings before executive and senior management to gain consensus on program evaluation recommendations.

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- Works with judiciary, executive and senior management to determine program performance measures.
- Participates in, and supports the development of, a Court Interpreter Program System to be used by staff for scheduling and booking interpreters and maintaining interpreter qualification and experience information.
- Participates in, and supports the development and implementation of technology that will allow remote interpretation, e.g. an interpreter in Calgary interpreting a proceeding that is taking place in northern Alberta.
- Develops, maintains and enhances program/service tracking systems that gather qualitative and quantitative data, e.g. languages most frequently used, locations where used most frequently, complaints received.
- Ensure timely cancellation of court-ordered Interpreters, when required.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

This is a key position within Court Administration. Very little direction is given to the incumbent, with the exception of guidance from the Manager when required. The incumbent is required to deal with all matters within Court of Appeal, Court of King's Bench and Court of Justice where Interpreters are ordered by the Court, pursuant to the *Fees and Expenses for Witnesses and Interpreters Regulation AR 123/1984*.

This position exercises a high level of communication skills and diplomacy in dealing with judiciary, counsel, court administration staff and Interpreters.

- This position performs court-ordered Interpreter scheduling responsibilities for multiple court offices in Edmonton and Calgary – Court of Appeal, Court of King's Bench and Court of Justice.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- Extensive knowledge of relevant regulations, manual and policy directives is required.
- Well-developed interpersonal skills, with an emphasis on oral capabilities are required to manage the internal and external clients.
- Within the scope of training, knowledge and position description, the coordinator is expected to independently use initiative and sound judgement in deciding expedient methods of handling day-to-day and emergency situations.
- Initiative is required to alert the judiciary and court management when challenges arise in engaging qualified court-ordered Interpreters.
- This position requires excellent knowledge of JOIN, Excel, GroupWise/Outlook, Word.
- This position requires excellent keyboarding skills and a good working knowledge of the Court.
- The ability to deal with stress in this fast-paced working environment.
- Ability to make decisions in the absence of Court Managers/Director.
- Ability to work independently and within a team.
- Ability to work with highly confidential and sensitive issues.

CONTACTS: The main contacts of this position and the purpose of those contacts.

- The main contacts of this position are with judiciary, counsel, CJS Staff across the province and Interpreters.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

- N/A

CHANGES SINCE LAST CLASSIFICATION REVIEW: This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached.

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Compensation Manager, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned.

Incumbent

Name

Signature

Date

Manager

Name

Signature

Date

Division Director/ADM

Name

Signature

Date