



## JOB DESCRIPTION POINT RATING EVALUATION PLAN

Working Title Court Coordinator	Name Vacant		
Position Number Manager 1	Reports to Position No., Class & Level Manager 1	Division, Branch/Unit Court of King's Bench	Ministry Justice and Solicitor General
Present Classification Administration 2	Requested Classification		
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 Coordinator role is a senior position which 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 in arranging and managing various types of court matters being scheduled before the Court of King's Bench.

This position is administratively responsible to the Manager of Court Coordination and functionally responsible to the Judiciary. This position is responsible for managing and coordinating all criminal, civil and family case files as well as assessing, negotiating, coordinating, assigning and monitoring matters.

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 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](#)).

### **The Court Coordinator is responsible for:**

Overall, through communication with a complex set of stakeholders, assess and evaluate court files to determine if protocol and legislative requirements have been complied with. If requirements have been met, coordinate the scheduling of hearings as required in an effective manner resulting in the efficient use of court time on a daily basis. Comply with any instructions or guidelines from the Judiciary and Court Management regarding acceptable practices for further management of files.

- The position manages and maintains a structured scheduling system that ensures an equitable distribution of court time and resources.
- Efficient and effective management and control of the civil/family/criminal court case load in accordance with various legislation, policies, procedures, and directions of the Court and determining their urgency such (ie Emergency Protection Orders, Injunctions).
- Booking various types of hearings as required.
- Monitor and assess the scheduling system to ensure lead time is utilized as early and efficiently as possible, this

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includes identifying issues and backlog of lead times and taking appropriate action in consultation with Court Management and the Judiciary

- Maintaining required statistics.
- This position is solely responsible for creating, updating and maintaining calendars for various types of hearings under a broad range of legislation.

#### **Liaison/Collaboration:**

- Responsible for effective management of the interdependencies between the Judiciary, Court Administration, Crown Counsel, members of the Bar, Self-represented Litigants, Court Staff, as well as other Government Agencies and members of the public through the exercise of tact and diplomacy as necessary to accomplish the objectives of having each case proceed in a timely manner and as scheduled.
- Identify issues of concern and liaise with Court Management and the Judiciary as required to modify procedures as needed.
- This is a high profile position encompassing effective communication, collaboration, confidentiality, and diplomacy when dealing with a broad client base.
- Responsible for the sharing of information between stakeholders is crucial and must be relayed in a concise and accurate manner. A Court Coordinator must be aware of the importance of information shared by counsel and the Judiciary, and further assess what information should be passed on in order to facilitate an efficient operation.

#### **Administrative:**

- Organize and monitor court bookings and cancellations of various types of criminal, civil and family hearings and communicate this information to Court Management, the Judiciary and other Court Coordinators to ensure they are accurately entered, updated and completed on the assignment schedule.
- Ensure resource availability, including courtrooms and equipment, and coordinate with counsel, parties, IT services, and court staff for the appearance of witness by remote attendance
- Confirm and communicate sittings booked, changed, or cancelled with counsel, legal assistant team, court administration, court staff, and any other participants. Follow up to confirm assigned dates are completed.
- Update and maintain scheduling systems which indicates scheduled matters status that is accessed by court administration, staff and the Judiciary.
- Ensure timelines relating to legislative requirements are met.
- Support Court Administration by providing up to date information on all areas of Court Coordination.

#### **Quasi-judicial and Delegated authorities:**

The appointments are provided for in legislation and administration and designate the necessary authority to ensure the efficient and effective running of court operations. In addition, a number of quasi-judicial and decision making functions that this position is responsible for can only be performed with these designations and certifications. This position has delegated authority to perform various legal functions which may include, but is not limited to, striking matters for lack of conformity to the *Alberta Rules of Court*, Notices to the Profession, Practice Notes and various other legislation and regulations.

#### **Statistics:**

- Identify areas in case management and courtroom utilization that require the attention of the Supervising Justice and offer suggestions to improve the use of the courtroom sittings or case flow.
- Responsible for the preparation of various reports and statistical reports and statistical returns relating to all facets of court operations
- Compile, analyse and monitor any multifaceted data as directed

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#### Cover Off:

- The position is expected to ensure training for cover-off of all critical areas as the work cannot remain unattended to. Due to the high level of detail, monitoring, timing, and requirements of each file or process, the impact to the court operation and Judiciary would be significant.
- To perform other related duties as 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](#)).

#### Job Impacts:

- This position does complex work that requires the ability to apply broad knowledge and extensive work experience to various specialized areas and has an understanding of how the work interfaces with internal and external stakeholders.
- The position is accountable to keep the court schedule timely and effective as the impact of the work directly effects the organization and its lead time to court.
- Initiative is required to alert the judiciary and court management when challenges arise to excessive lead times.
- The job impacts a large and complex group of stakeholders that are all interdependent in order to achieve the appropriate outcomes in seeking justice.

#### Diversity:

- Participates in the delivery of a critical area of work in the hub of the court process which is a fast paced and ever changing environment. This requires a diverse skill set to manage the often competing demands of the various stakeholders. The situations shift quickly and often.
- This position requires resilience in dealing with the factors of the job and collaboration with the stakeholders as the stakeholder group range from highly skilled and educated persons to lay clients whose require vastly support in a much different fashion.

#### Complexity:

- The position is expected to independently use initiative and sound judgment in deciding expedient methods of handling day to day and/or emergent situations.
- The position functions independently throughout the day.
- Quasi-judicial decisions are made independently.
- Managing emotional, stressful and changing situations successfully is key in the position.
- Multiple analytical skills are required to evaluate complex situations and problems to reach the best solutions in balancing the needs of the court.
- It is very complex in the requirements and abilities to communicate effectively, implement change, investigate, negotiate, set goals and objectives and problem solve.

#### Creativity:

- Often the problems or concerns surface and solutions are not found within a precedent or rule which require some unique and new solutions as the case or file requires.
- Often this position will be called upon to offer expertise in solving complicated issues between counsel, clients, and stakeholders.

**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](#)).

- The position has the delegated authority and is expected to provide knowledge and creative solutions and functional expertise on a consultative basis to related stakeholders (i.e. judiciary, lawyers, crown, self-represented litigants). The position has latitude to consider the most appropriate procedure or precedent to follow in both day to day and unusual circumstances.
- Situations are generally unstructured and require creative approaches to problems and challenges. Frequent modification in approach or creative solutions are required. The work is complicated and delegation or re-delegation of court assignments must be handled tactfully, diplomatically, and with discretion.
- Must be able to exercise problem-solving, communication, and expertise outside of the normal scope of court activity in order to accommodate the ever-changing judges' court schedule, and the constant demands of counsel, interfacing agencies and the public.

**Consequence:**

- Delay of Justice past the guidelines or legislative requirements and the consequence of error, can impact the remedies being sought by stakeholders. These errors cause detrimental consequences for the judicial system.
- The Court Coordinator is constantly required to answer and interpret procedural questions relating to their area of expertise.
- They must ensure that proper guidelines and processes are complied with.
- They must defend the position of the Judiciary and Court Administration.

**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.

**Specialized Knowledge:**

Specialized paralegal knowledge of statutes, rules, manuals, policy directives and procedures of all court activities is required. The position must possess a thorough knowledge of the legislation and statutes that govern the court, as well as a thorough knowledge of scheduling procedures, protocols, precedents and requirements and needs of the Judiciary.

Position requires an extensive working knowledge of the Criminal Code, related Federal and Provincial statutes, *Alberta Rules of Court*, Notices to the Profession, Practice Notes and Policy Directives as well as departmental procedural manuals. Extensive knowledge of Court operations is essential in this position as well as precedents and acceptable working practices. They must be able to interpret and explain the referenced legislation. The position must be able to defend decisions on the basis of applicable legislation or statute, and be able to resolve problems and issues as they arise.

**Experience:**

This position is required to have full range of court knowledge as well as substantial work experience. This is needed so that the position can enforce the rules of practice, resolve conflicts on court files, influence outcomes and behaviours, through skills of persuasiveness and assertiveness. The experience in a judicial environment is required to bring sound judgment and applicable skills in dealing with problems, change implementation, new initiatives and legislation in a fast-paced environment in a multi-faceted organization. There is no room for error as the court operation and the citizens of Alberta would be adversely affected if scheduling errors are made. Strong time management and organizational skills are a necessity as well as prompt decision making with limited supervision. The ability to handle day to day and emergent situations is a necessity.

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### **Communication and Interpersonal skills:**

This position must demonstrate positive leadership, strong communication skills (verbal, non-verbal and written), decisiveness, and the ability to motivate/influence others, facilitate change, and implement solutions to complex and difficult problems. Be decisive, confident, and competent in decision-making using evaluative judgment based on logic and a sound understanding of scheduling practices and procedures.

As a Court Coordinator is privy to an enormous amount of information the incumbent must exercise proper judgement and wisdom with this confidential information. Neutrality and fairness is required. Strong verbal and written communication and interpretational skills are required for effective liaison with internal and external contacts. This is done while maintaining professionalism and sensitivity to needs of a complex group of stakeholders. Confidence and interpersonal skill is required due to the influence required to deliver on the needs of the court, balanced with the needs of the stakeholders. The position must be decisive, independent, assertive, and able to deal with people.

### **Decision Making Skills:**

A Court Coordinator has the authority to make independent decisions. Complex matters that go beyond the scope of the individual's knowledge, expertise or authority, or those, which may be sensitive to the Department or Judiciary, will be referred to the Manager or Director of Court Coordination, Supervising Justice, Chief Justice and/or Associate Chief Justices for consultation.

Complex problem solving skills are needed in an amalgamated court operation to assess a wide variety of diverse situations, assess options and implications. The position must be decisive and prepared to take initiative in all areas. Must be confident and competent in decision making using evaluative judgment based on logical and sound understanding of the business, and be competent and current in this role.

### **Diplomacy and Professionalism:**

Excellent diplomatic skills in dealing with the judiciary in all levels of court, crown attorneys, members of the Bar, enforcement agencies, government officials, the public and varied agencies related to the judicial process. Unquestionable integrity, perform complex assignments with proficiency, ability to maintain confidentiality, and demonstrate a high degree of professionalism.

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

**External Contacts:** Counsel, Crown, members of enforcement agencies, other government departments such as sheriffs, family law branch and members of the public.

**Internal Contacts:** Supervising justice, other judiciary, legal administration staff, managers at various levels, supervisors, court staff, other professionals within Justice, and various other government agencies and contacts.

The purpose of the contacts is for information exchange, determining next steps, solving problems and issues while managing the work of the courts. Developing and maintaining relationships to achieve effective delivery of services for all stakeholders.