JOB VACANCY ANNOUNCEMENT
ADMINISTRATIVE OFFICE OF THE ILLINOIS COURTS
222 N. LaSalle Street, 13th Floor
Chicago, IL 60601

POSITION: Senior Program Manager, Access and Community Trust
DIVISION: Access to Justice Division – Chicago
BENEFITS: An attractive Judicial Branch benefits package is offered, including medical, dental, vision, pension plan, life insurance and deferred compensation.
SALARY: Starting at $68,978; commensurate with experience
REPORTING RELATIONSHIP: Assistant Director, Access to Justice Division

PURPOSE
We share a vision of a community free from bias, systemic unfairness, and oppression, where everyone is treated with dignity and respect. The Senior Program Manager is a supervisory, professional position responsible for the day-to-day operations of the Language Access Program and Illinois Supreme Court Commission on Access to Justice’s Community Trust Committee. They will also work on initiatives related to reducing barriers that court users with a disability face in accessing the court. Work is performed under the direct supervision of the Assistant Director of the Access to Justice Division and the Supervising Senior Program Manager and is reviewed based on conferences, reports, and results achieved.

ESSENTIAL FUNCTIONS

- Language Access
  - Provides, facilitates, and coordinates statewide communication regarding the need for, and availability of, language access services in Illinois courts for those with limited English proficiency
  - Works with all Illinois’ courts and the ATJ Commission to promote collaboration with national entities to form best practices and resource sharing in language access and interpreter services
  - Develops and aids in the implementation of the Language Access Plan and assists judicial circuits with language access issues
  - Develops and aids in the implementation of new technological advancements in language access, including video remote interpretation pilot programs and standards. Evaluates and coordinates the use of technology for remote interpreter services
  - Staffs Language Access Advisory Board, which oversees interpreter oversight and complaint review process
  - Drafts and maintains language access certification program manual and regulations
  - Provides primary staffing for ATJ Commission’s Language Access Committee to provide oversight and guidance for language access initiatives across Illinois
Develops data collection procedures and performs data analysis
Researches and recommends strategies to improve current language access policies
Develops and prepares grant applications
Conducts public outreach
Supervises the Language Access Program Coordinator who is responsible for recruiting interpreters, organizing and scheduling orientation, administering oral and written exams and skill buildings, processing reimbursements, and maintaining the Interpreter Registry

Community Trust
Foster community trust and engagement by cultivating communication and coordination between the courts, non-traditional court stakeholders, justice partners, and the public
In collaboration with the ATJ Division and ATJ Commission, identify actions, policies, and strategies that promote race equity and eliminate structurally racialized systems and practices
Build meaningful community partnerships to ensure that the communities most harmed by poverty and racial inequities are participatory in the development of policies, actions, and decisions that may affect them
Continuing and expanding the existing work of the ATJ Commission’s Community Trust Committee
Developing a public relations strategy and maintaining a communication feedback loop with the public
Preparing a report identifying effective community engagement strategies and offering statewide recommendations for pursuing community trust work at the local level
Reviewing the results of focus groups and surveys as part of the Justice For All Grant and implementing projects to address gaps identified

Disability Access
Identify and implement policy reforms to ensure access to the civil court system for court users with a disability
Works with local courts to ensure listening and other communication devices or American Sign Language interpreters are available for any court users needing such accommodations
Collaborates with the Court Services Division to assist with creating a disability program evaluation for all accommodation requests by court users and collecting data on disability access requests and complaints
Partners with the Illinois Attorney General’s Disability Rights Bureau on the Court Disability Coordinator’s annual training
Performs other duties as assigned

EXPERIENCE, EDUCATION, AND TRAINING REQUIREMENTS
A commitment to engaging with underserved and marginalized communities across the state is required. Preference is given to experience in legal or public policy advocacy, community organizing, or community engagement work. A Juris Doctor Degree from an accredited law school approved by the American Bar Association or master’s degree in public policy or public administration with two years’
experience is preferred as is being bilingual. At a minimum, candidates must have a bachelor's degree with three years' experience in program management or community organizing.

**SELECTION FACTORS**

**Knowledge and Skills**

1. Understanding of barriers facing self-represented and limited English proficient litigants' ability to participate in the court process as well as familiarity with the Access to Justice policy issues
2. Knowledge of the Illinois Supreme Court’s Language Access Policy and the Americans with Disabilities Act
3. Knowledge of the principles and practices of court management and operations
4. Skills in program development, implementation, and evaluation
5. Proficiency with Microsoft Office products, including PowerPoint, Excel, Adobe, and Access
6. Knowledge of the principles and techniques of short-term and long-range project management
7. Strong written and oral communication skills
8. Strong organizational and interpersonal skills
9. Use of independent judgment within established practice and procedural guidelines
10. Ability to collect data and prepare statistical and informational reports
11. Ability to coordinate with councils, committees, state agencies, and other organizations
12. Must possess a valid Illinois driver’s license and demonstrate proof of automobile insurance to operate a personal vehicle on state business, as well as maintain a safe driving record

**Physical Requirements**

1. Ability to sit for extended time periods
2. Professional office working environment requiring telephone usage and ability to process written documents
3. Travel within Illinois required

Interested persons should submit - via email - a letter of interest, resume, and completed Judicial Branch Employment Application to:

courtemployment@IllinoisCourts.gov

This position will remain open until filled. However, those persons submitting materials by Friday, August 7, 2020 will be given first consideration.

**EQUAL OPPORTUNITY EMPLOYER**