

Title: Deputy Director - Language Access and Court Records Department

Pay Grade: Senior Management 2

Starting Pay: \$115,943.04 - \$171,381.87

Posting Period: April 8th – April 29th

Posting QR Code:



Departmental Mission Statement: The Office of Access, Diversity and Fairness (OADF) is led by the Chief Access, Diversity and Fairness Officer (CADFO) and is tasked with the overall responsibility for the Massachusetts Trial Court's policies and practices related to access, fairness, diversity, equity, and inclusion. The following five departments report to and are supervised by the CADFO: the Office of Diversity, Equity, and Inclusion; Office of Access to Justice and the User Experience; Office of Court Services and Law Libraries; Office of Language Access and Court Records; and Office of Alternative/Online Dispute Resolution Programs.

Diversity, equity, and inclusion are essential components of dignified and respectful treatment in the Massachusetts Court system. The creation of OADF reflects the Trial Court's commitment to ensuring that court-involved individuals, whether they are parties to a case, victims, attorneys, jurors, witnesses, self-represented litigants, visitors, or court employees, are treated with dignity and respect, and are given the information necessary to understand and navigate court systems, policies, and practices. The Office of Language Access and Court Records is responsible for providing language access to interpreters and translators, court records, and trial transcripts that support meaningful access to the administration of justice in the Trial Court. These court access services include directing the operations of the Office of Language Access (OLA), Records Management Centers (RMC), and the Office of Transcription Services (OTS).

ORGANIZATIONAL PROFILE:

<https://www.mass.gov/orgs/language-access-court-records-department>

Notes:

- Residency in Massachusetts is required. Also, this is a position that will typically require a full-time, in-person presence at the Trial Court's administrative offices in Boston.

Position Summary: Working within the Office of Court Management, the Deputy Director of the Language Access and Court Records Department assists the Director in providing departmental oversight of interpreters and translators, court records, and trial transcripts. The Deputy Director is responsible for ensuring there are necessary resources in place for the Office of Language Access (OLA), including interpretation and translation services for Limited English Proficient (LEP) and Deaf and/or Hard of Hearing (DHH) court users, access to court records and trial transcripts of digitally recorded court proceedings for the court, the bar, the public, and self-represented litigants to effectively access all aspects of the court system.

The Deputy Director is responsible for developing reports on program activities, recommending appropriate action, and analyzing departmental metrics to achieve efficiencies; planning and implementing policy priorities set by the Director. The Deputy Director also regularly engages in departmental hiring and other personnel related matters, preparing budgets, and tracking spending. The Deputy Director will regularly inform the Director of the conditions and needs of various operations and programs, making recommendations as well as working collaboratively with all judges, department heads, and court officials to facilitate the administration of justice.

Supervision Received: Receives direction from the Director of Language Access and Court Records of the Trial Court in performing duties in accordance with all best management practices and established guidelines.

Duties: In collaboration with the Director, the Deputy provides management and resources for language access and other court access programs, for the Office of Language Access (OLA), Records Management Centers (RMC), and the Office of Transcription Services (OTS);

Collaborates with the Director to ensure that all laws, regulations, court rules, and standards for all court access programs are followed, including but not limited to Title IV of the Federal Civil Right Act on language access and the Standards and Procedures of the Office of Language Access (OLA) of 2021 for court interpreters, translators, ASL (American Sign Language), and CART (Communication Access Realtime Translation) providers, the Trial Court's Uniform Transcript Format (UTF) and Administrative Directives, and the Supreme Judicial Court Rules on records retention and transcriptions, and fee generating appointments;

Assists the in developing and implementing all best practices for the optimal delivery of access programs;

Tracks key performance measures and other metrics as a basis for individual and department assessments, and to support the continuous improvement of access programs for all court users;

Monitors fund balances of language access programs and relative financial activity for the purpose of ensuring allocations are accurate, expenses are within budget limits and all fiscal protocols observed;

Attends meetings, workshops, and access programs for the purposes of conveying and/or gathering information required to improve operations and drive enhancements and innovations in programs;

Participates in the hiring process (e.g., interviewing, evaluating, supervising, staff development, etc.) for the purposes of maintaining adequate staffing, enhancing productivity of departmental personnel and achieving goals and objectives;

Responds to court based or public inquiries on access programs;

Serves on committees as assigned and represents the Director as needed to liaison with Trial Court officials, other state agency personnel and representatives of outside agencies to ensure accurate collection of information and completion of collaborative initiatives and projects;

Works closely with the Fiscal Department and coordinates the fiscal activities of court access programs that have their own line-item budgets consistent with fiscal policies and procedures of the Trial Court;

Assists the Director in resolving workplace issues and taking disciplinary action in collaboration with the Human Resources Department;

Works with the Director in collaboration with other Departmental Administrative Offices in the planning and implementing of special projects and court access programs;

Performs related duties as required.

Managing OLA (Office of Language Access)

Assists the Director in the supervision of staff court interpreters, and per diem court interpreters, as well as collaborating with Trial Court officials, relevant Executive Branch or other agencies, to ensure appropriate provisions of interpreter and translation services;

Ensures the ongoing operation, resourcing, programming, and effectiveness of the Office of Language Access (OLA) and Court Interpreters for the Massachusetts Trial Court;

Leads and/or participates in regular departmental meetings with all staff of the Office of Language Access (OLA) and staff court interpreters, per diem court interpreters, and court officials from departmental Trial Court divisions to improve interpreter services and effectiveness;

Works to enhance court access programs for interpreter and translator services provided to Limited English Proficiency (LEP) or Deaf and/or Hard of Hearing (DHH) court users, self-represented litigants, and the public;

Supports the Director in planning, annual budgeting process and the fiscal operations of the Office of Language Access (OLA); and

Leads web-based initiatives and digital resources to improve court access programs and efficiencies;

Managing OTS (Office of Transcription Services)

Assists the Director in the supervision all court operations and policies of the Office of Transcription Services (OTS) and staff assignments;

Ensures that OTS is properly staffed and resourced to provide court transcription services;

Collaborates with the Director on the drafting of policies and procedures for transcription services;

Responds to court based or public inquiries relative to transcription services and various court-wide programs.

Managing RMC (Records Management Centers)

Assists the Director in leading the Judicial Records Management Teams deployed to court departments and divisions to improve and modernize the maintenance and retention of court records and documents in courthouses that requires additional resources and support;

Ensures the effective scheduling and retrieval of court records and documents during reviews of courthouse collections throughout the Commonwealth;

Provides advanced records management assistance to court departments and divisions on the storage, retrieval, and electronic transmission of scanned court records and documents; and

Assists in the supervision all Trial Court Records Management Centers and related staff.

Other Related Duties:

Works to implement all best management practices and established guidelines for the optimal delivery of court access programs for language access interpreters and translators, court records, and trial transcripts;

Advances data driven best practices to improve efficiencies and meet metric related benchmarks and goals;

Supervises the preparation of all quarterly metrics, annual statistics, and reports for

all assigned work units within the department; and

Communicates and implements the departmental goals and objectives, policies, and procedures of the offices within the court access and records department.

Job Competencies: All applicants must be able, through the interview process, to demonstrate knowledge and understanding of the following areas:

Ethics and Values Communicates and demonstrates the ethics and values of the Trial Court.

Mission Understands, upholds, and communicates the Trial Court missions.

Applied Knowledge Understands research, information services operations, specialized tools, applications, and software, with some understanding of the various court departments and divisions.

Problem Solving Ability to successfully address data issues, draw conclusions, and make recommendations.

Customer Service Conducts oneself in a courteous and professional manner towards both Trial Court employees and the public.

Performance Measurement Understands the value and importance of performance measures as a basis for both individual and departmental assessments.

Commitment to Diversity Promotes an environment of diversity through understanding, respect, and positive communication with persons of varied economic and cultural backgrounds.

Collaboration Works with others cooperatively, demonstrating a willingness to be a team player, and contributing to a work environment that focuses on shared departmental goals.

Continuous Learning Demonstrates a commitment to continuously improving himself or herself through professional development.

Minimum Requirements: These are the minimum requirements necessary to apply for the position of Director of Language Access and Court Records Department:

A bachelor's degree in law, public policy, administration or management, criminal justice, language studies, or other relevant legal or social services field and (7) seven years of relevant experience, at least 3 of which must be in a management and/or supervisory capacity; equivalent combinations of education and experience will be considered for meeting the minimum requirements. A graduate degree is preferred.

Demonstrated ability to manage and supervise a large and diverse professional staff who will work internally and remotely to serve at multiple court locations statewide;

Prior experience and/or familiarity and knowledge on providing access to justice for Limited English Proficient and Deaf and or Hard of Hearing court users, and an understanding of the court operations and necessary language resources, court records, and trial transcript resources and services that the Department provides;

Knowledge of court rules, statutes, protocols and procedures, legal documents and laws pertaining to the courts, language access, court records, trial transcripts; and digital recording technology;

Knowledge of the organization, functions, jurisdictions, and authority of the court;

Knowledge and understanding of the work and role of staff court interpreters, per diem court interpreters, ASL (American Sign Language) interpreters, and CART (Communication Access Realtime Translation) providers, records management, approved court transcribers, community resources, state agencies, and related services;

Ability to maintain effective working relationships with the court, court officials, personnel, the bar, and the public;

Ability to identify and resolve customer service and relative issues experienced through Language Access, Records Management, Transcription Services provided;

Demonstrated ability to independently initiate action, complete assignments, and handle multiple assignments simultaneously;

Demonstrated capacity to use multi-media techniques for video remote interpretation services, and digital recording technology for transcript production;

Sensitivity to and familiarity with issues affecting ethnic minorities and cross-cultural issues;

Considerable knowledge of court systems, local and state agencies, and community resources;

Demonstrated knowledge of budgeting, statistical and planning principles;

Ability to organize and clearly present written materials; ability to communicate clearly and effectively in both oral and written form;

Demonstrated professional proficiency in Microsoft Office related software such as MS Excel and PowerPoint;

Ability to analyze and determine the applicability of court data, to draw conclusions and make appropriate recommendations;

Proven ability to maintain accurate records and to prepare all necessary reports;
and

Ability to travel to courts throughout the judicial system.

**TO APPLY, PLEASE SCAN THE FOLLOWING QR CODE, OR VISIT:
trialcourtjobs.mass.gov/jobs/search**

